



Prince's Trust



GET HIRED!

A young person's guide to
finding and staying in work

WELCOME

A YOUNG PERSON'S GUIDE TO FINDING AND STAYING IN WORK

This workbook has been designed with young people in mind. Inside these pages, we talk through the information and skills you will need to help you better understand what you are good at, find work, apply for jobs and stay in work. We designed this workbook so you can take it away and work on it yourself, with information and activities focused on you and your journey. You can also use it with friends, family, or other people who may be supporting you to find a job.

As everyone needs different support with different things, each section of this workbook can be done independently; you can jump around based on what you need most help with. Where relevant, we have also made note of where else in the book you can find more information on a particular topic.

When searching for a job, you can often come across words that you have never heard before. To help with this, we have highlighted some words in red and put a glossary at the back of the book to explain what they mean.

The Trust would like to thank Accenture for their generous support in the creation, design and printing of this workbook.



We've helped more than

700,000

**young people since 1976
and support 100 more
each day.**

About The Prince's Trust

The Prince's Trust helps young people to get their lives on track. We support 13 to 30 year-olds who are unemployed and those struggling at school or at risk of exclusion. Many of the young people we help are in or leaving care, facing issues such as homelessness or mental health problems, or have been in trouble with the law.

Our programmes give young people the practical and financial support to stabilise their lives and help develop self-esteem and skills for work.

Three in four young people supported by The Trust move into work, education or training. We've helped more than 700,000 young people since 1976 and support 100 more each day.

Get into

This book was developed based on feedback from young people on our Get into programme who wanted more help with how to look for and apply for jobs and stay in work. The Get into programme aims to give young people aged 16 to 25, who are work-ready but do not have vocational skills, a mixture of practical training and experience that will enable them to get a job. It also provides them with the opportunity to meet potential employers.

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INTRODUCTION

This workbook is designed to give you the practical skills that will help you to successfully apply for jobs. It will give you practical help at all stages of the job search across all industries.

Inside you will find all the materials that you will need to prepare for work, look for and find jobs, apply for the jobs that you want to get and stay in work.

PREPARE

- Have you brushed up on your communication skills?
- What do you want to do?
- What industry do you want to work in?
- What relevant skills do you have?
- What experience can you use?

LOOK AND FIND

- Who do you know that works in that industry? Have you asked them if there are any openings?
- Have you tried the non-traditional places to find jobs?

APPLY

- Have you tailored your CV?
- Have you shown all of your experience in the application?
- Have you checked your application/CV/cover letter?

STAY IN WORK

- Have you thought about how you want your colleagues to think of you?
- Have you thought about your career plans and targets?



The workbook will not only focus on the practical elements of the job application process like CVs and interviews but will discuss skills that employers in today's job market are looking for. It will explain what the skills are and how you can show that you have them.

So let's begin your journey to employment.



COMMUNICATION

This module will explain five types of **communication** that are in use every day:

- Written
- Verbal – what you say
- Non-verbal – body language and how you say things
- Listening
- Questioning

The module will cover what communication is, why it is so important (especially in the job hunting environment) and will give you tips and **techniques** to improve on your current skills.

REMEMBER:

Communication is not just talking.



AIMS AND OBJECTIVES

The module will help you to understand:

- what the different types of communication are, why they are important and when they are used on the job hunt
- the importance of your audience – who are you communicating with?
- the skills needed to communicate **effectively**
- common communication mistakes

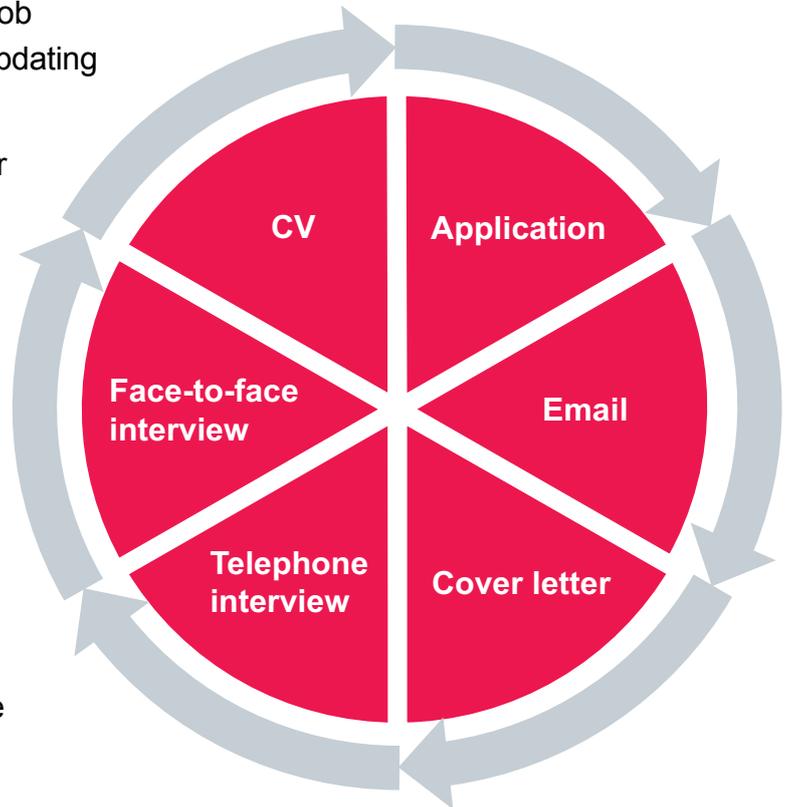


What is communication?

Communication is the transferring of ideas and information between people. However, communication is not just limited to people; businesses, computers, books, films, adverts, logos, paintings, photographs and songs all communicate.

Below is a job hunting wheel that shows the different parts of the job hunting process. You will see it throughout this module. It will be used to help you understand how communication skills will be used when you search, apply and prepare for work.

- Your **CV** is the backbone of your job search and will constantly need updating over your career
- **Application forms** are looking for you to show specific skills for the job you are applying for
- **Emails** may seem like a simple thing to get right but make sure you always check before you send
- **Cover letters** give you the opportunity to explain your skills in more detail and your reasons for applying to the job
- You are sometimes asked to have a **telephone interview** before a face-to-face interview
- In a **face-to-face** interview you are not only judged on what you have done, but how you present yourself



Why is communication important?

Communication is important in all areas of life (e.g. home life, friendships, sport) and is really important when you are trying to find a job. Learning the skills for each type of communication will help you find work.

Selling yourself

You can think of the different communication methods used in job hunting as ways to advertise yourself, your ideas and your **motivation**. Just as a product in a supermarket has an attractive logo, shiny packaging and adverts that tell you why you should buy it, how and what you communicate is your advert.

REMEMBER:



It is up to you to make sure that you communicate clearly, confidently and truthfully to make you stand out from the crowd.

Know your audience

When you are trying to communicate an idea to someone, you have to know something about that person to choose the right way to talk to them. You have to change your language to speak to different people.

In the working world, **professional language** is the shared way of speaking and understanding each other. Professional language is used in the workplace, has no slang, is spoken clearly and **respectfully** and includes words specific to the sector the work is in. The following sections will guide you through tips and give you examples of how you can use professional language throughout the job hunting process.

Also take a look at the **CV Skills section** in the **Applying for Jobs module** for examples of professional language.

WRITTEN COMMUNICATION

Written communication is when people communicate or talk to each other using written words. Today, this can come in many forms:

- Text messages
- Books
- Instant messages/BBM
- Twitter, Facebook or other social media
- Poems
- Graffiti
- Newspapers
- Emails
- **Application forms**
- **CVs**
- **Cover letters**
- Actual letters – yes they are still used!

Why is it important?

When you are job hunting, written communication is a very important skill. A CV, application form or email is usually the first type of contact that a future employer will receive

from you, so you have to get it right and communicate the best **impression** of yourself that you can.



AIMS AND OBJECTIVES

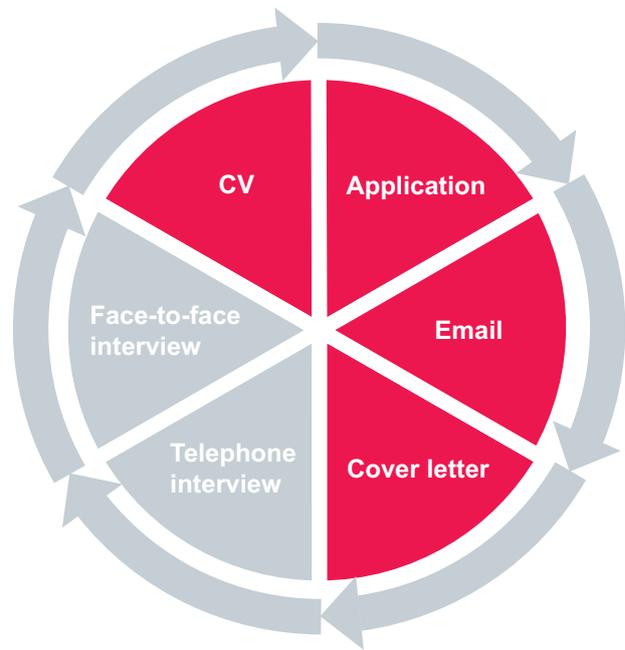
This section will help you to improve your written communication skills and understand:

- when to use written communication on the job hunt
- what **format** or type of document to use for each type of written communication
- how to use professional language
- how to structure what you write
- how to make sure your spelling and grammar are good

When is writing used in the job application process?

The job hunting wheel has been coloured in to show you which areas in the job hunting process written communication applies to.

There is a difference between talking and writing. When writing, you have to be very clear about what you mean as you are usually not there to explain to the reader if they don't understand what they are reading. You have to make sure that you use words the reader will understand and that you fully explain all of your ideas.



Format

The first thing you have to think about is **how** you are going to communicate with your potential employer. The format that you use to send your information is really important.

- ➔ Application forms are usually online or on paper – the format is generally chosen for you
- ➔ CVs are usually written in a word processing tool, like Microsoft Word, so you can keep them and update them as you move through your career (you can print them off or attach them to an email to a potential employer) – have a look at the [CV section](#) in the [Applying for Jobs module](#) for more information
- ➔ Cover letters are usually written in Microsoft Word – have a look at the [Cover Letter section](#) in the [Applying for Jobs module](#) for more information

REMEMBER:

Think about the information you want to send and choose the right way to send it.



- ➔ Emails are generally used to discuss the times of interviews as they are quick to write and send – remember to re-read your emails before you send them and check for spelling mistakes
- ➔ Texts might be appropriate for the type of job that you are applying for if your interviewer needs to change times at the last minute – remember to stay professional at all times and do not shorten your words

Professional written language

This section will focus on emails; modules later on in the workbook discuss CVs, application forms and cover letters. More detailed information on using professional language is included in these modules.

TOP TIPS:



In the professional world, people sometimes receive hundreds of emails and applications every day. To give yourself the best possible chance of having your email read, follow these tips:

- ➔ Make sure that you put in a subject line so that the person you are emailing knows what the email is about
- ➔ Always try and find the name of the person that you are emailing (it makes a much better impression as it shows that you have taken the time to find out who to write to)
- ➔ If you don't know the name of the person that you are emailing, use 'Dear Sir/Madam' to be polite
- ➔ Don't make the email too long! Be short (but polite) and get to the point
- ➔ You should sign off appropriately:
 - If you know the name of the person you are writing to, sign off with 'Yours sincerely'
 - If you don't know their name, sign off with 'Yours faithfully'
 - To cover all situations, sign off with 'Kind regards'
- ➔ Check that the email address is correct before sending
- ➔ Make sure that your spelling and grammar are correct; small mistakes can give the impression that you are careless

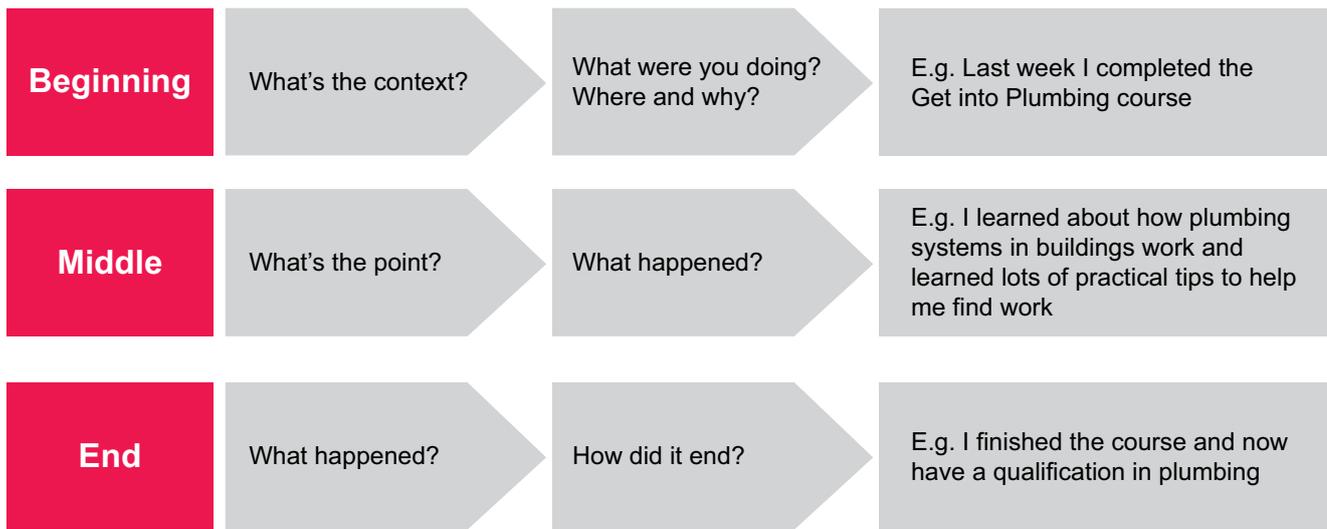
Structure and story telling

You generally aren't there to explain what you have written to your reader, so you have to be really clear when writing.

One way of being clear is to **structure** your writing. Like a story has a beginning, middle and an end, your writing should also have a structure.

Structure is important when you are writing and speaking to help your reader or listener to follow your line of thinking. It helps to make your points clear and allows your potential employer to make sense of what you are saying.

You need to set the scene and tell the story. The diagram below shows how this might work:



If you use this structure your potential employer has understood:

- ➔ where you were, what you were doing and why
- ➔ what happened (what was the point)
- ➔ how it ended

For more help on structured communication including the CAR (context, action, result) technique, see page 81 in the [Interviewing for Jobs module](#).

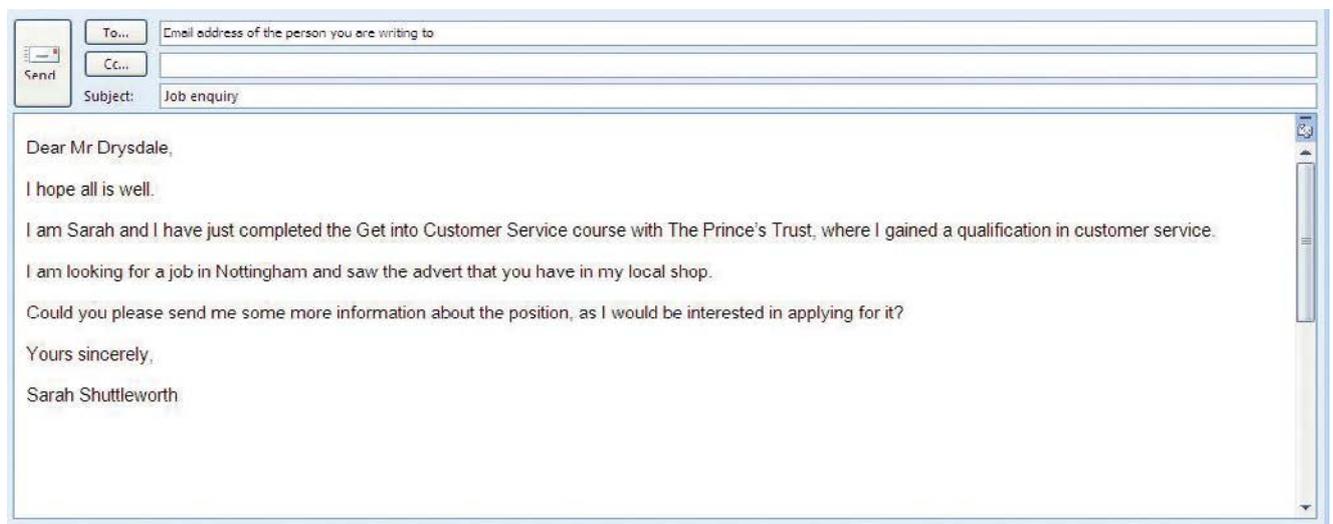
Your structure will depend on what you are writing. The [CV and Cover Letter sections](#) in the [Applying for Jobs module](#) will give you specific tips in this area.

Structuring your emails

In general for emails it is a good idea to:

- greet the person you are writing to politely
- state who you are (if it is the first time that you are emailing them)
- state why you are writing
- state what you want the person to tell you (questions)
- sign off the email politely

Example:



The screenshot shows an email client interface. At the top, there are fields for 'To...' (containing 'Email address of the person you are writing to'), 'Cc...', and 'Subject:' (containing 'Job enquiry'). A 'Send' button is visible on the left. The main body of the email contains the following text:

Dear Mr Drysdale,

I hope all is well.

I am Sarah and I have just completed the Get into Customer Service course with The Prince's Trust, where I gained a qualification in customer service.

I am looking for a job in Nottingham and saw the advert that you have in my local shop.

Could you please send me some more information about the position, as I would be interested in applying for it?

Yours sincerely,

Sarah Shuttleworth

As you can see the structure above makes it very clear:

- who is emailing
- why they are emailing
- what they want the recipient to do

Spelling and grammar

Spelling and grammar are very important to get right. Spelling mistakes and poor grammar will give the impression that you are sloppy and that you don't really care about the job that you are applying for.

TOP TIPS:



There are several ways to make sure that your spelling and grammar are good:

- Re-read what you have written (out loud if you can). You will be able to see if something doesn't make sense or is spelt wrong
- Use the spell check function on Microsoft Word or your email account
- Ask a friend, family member, progression mentor or member of staff at the Jobcentre to read what you have written to make sure that it makes sense to someone else

Below is an example of what you could write:

To... Email address of the person you are writing to

Cc...

Send

Subject: Interview for [INSERT NAME OF JOB]

Dear Ms Calvert,

I am writing to you about the call that I received today about an interview for [INSERT NAME OF JOB].

I am very interested in coming for an interview and I am free on Thursday and Friday this week.

Do these days work for you?

Yours sincerely,

Ben Lee



CHECKLIST

Here's a checklist to help you remember what you need to do when you write an email.

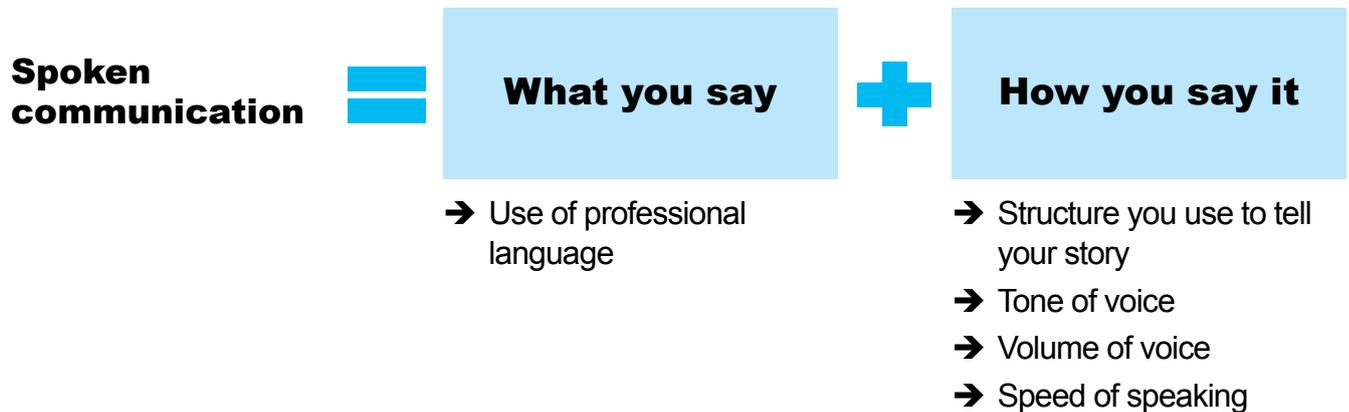
- Who am I writing to?
- What do I have to say?
- Have I used professional language?
- Is it structured well?
- Have I checked my spelling and grammar?

SPOKEN COMMUNICATION

What you say and how you say it

Spoken communication is about more than just words.

What you say is only part of speaking; how you say it is also important.



The words you choose to use (what you say) and the structure, tone, volume and speed (how you say it) will tell the interviewer a lot about you.

Examples of spoken communication are:

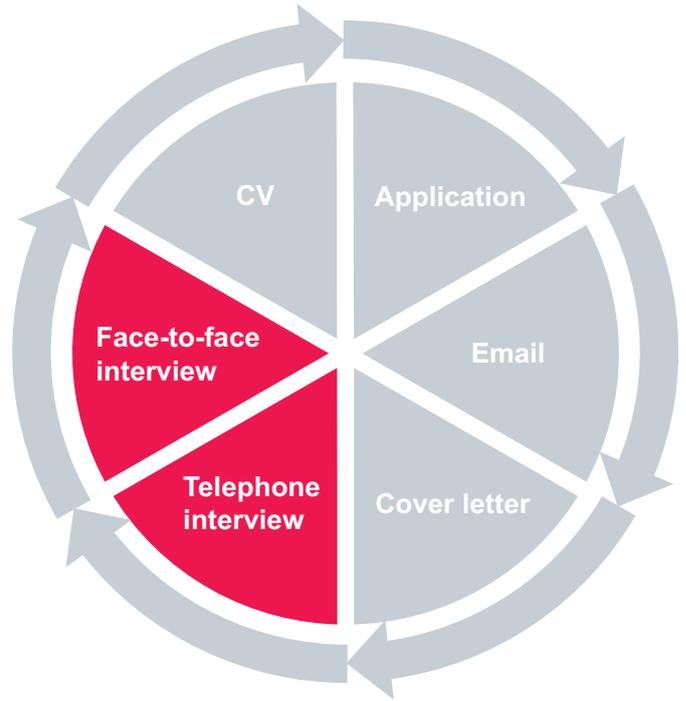
- face-to-face conversations
- telephone calls
- answerphone messages
- radio programmes/adverts
- television programmes/adverts
- songs with lyrics
- interviews

This module will not cover the type of language that you can use in an interview situation as this is explained in detail in the [CV section](#) of the [Applying for Jobs module](#) and the [Interviewing for Jobs module](#).

Why is it important?

Spoken communication gives you opportunities to make your interviewer understand how motivated you are to do the job. However, it is not as easy as just talking – there is an art to speaking well. **Verbal communication** refers to the actual words that you say. **Non-verbal communication** is how you say something. Both communicate to a potential employer how you feel and will be important when you are having a telephone or face-to-face interview.

The President of the United States has people to write his speeches for him as a full-time job. That is how much of a skill it is. The President has to give the speech in such a way that his audience are captured by what he says. If the President spoke very quietly and nervously, people wouldn't be as interested in what he was saying, and wouldn't believe that he can keep the promises that he is making.



AIMS AND OBJECTIVES

This section will help you to understand the common difficulties that we all have with spoken communication. It will provide you with tips and techniques to improve your conversations in the workplace and help you to get your points across in interview situations.

This section will help you to understand:

- ➔ when spoken communication occurs in the job hunting process
- ➔ the main things to think about when you are talking
- ➔ useful language and tips to help you speak clearly and professionally
- ➔ how and what you communicate without words
- ➔ the importance of **impression** and what makes a good and bad impression
- ➔ how you can improve your non-verbal communication skills

Verbal communication

There are many times along the path to a job that you will need to speak to an interviewer or someone else at the company that you are applying to. Every single person that you talk to at the company is important – you may not know who you are speaking to and if they are involved in the hiring decision. You should be **professional** at all times.

The main time in the job hunting process that you will have to use spoken communication is in a telephone or face-to-face interview.

REMEMBER:

Don't swear – if you don't know whether to say a word it's probably best not to.



You will also need to use it every day when you get the job.

Language

Using professional language is just as important when you are speaking as when you are writing.

A common mistake to make in interviews is using slang that you might use between friends; this can make your interviewer think that you are unprofessional. They don't want to hire someone who might give the wrong impression of their company.

For more specific advice about how to approach interviews, please see the [Interviewing for Jobs module](#) in this workbook.

Non-verbal communication

Communication isn't just about words (spoken or written); you give off lots of signals and signs without even thinking about it. Communication is also about striking a natural balance between extremes. All the areas that we are going to discuss contribute to creating this balance.

Examples of non-verbal communication are:

- how you say things
- the way you stand/sit
- the way you dress
- eye contact
- gestures

REMEMBER:

You can communicate without words.



How you say it

Speed

You might be able to understand the double-time rapping or lyrics of your favourite MC or the fast-paced, quick-witted banter between your friends, but will your interviewer be able to understand you if you are speaking at 1,000 miles per hour if they have never met you or have a different accent to you? You have to make sure that you are not talking too quickly to allow your interviewer time to process the information that you are giving them.

Volume of your voice

The volume of your voice also says something about you. The interviewer will be paying attention to how you say things and may ask himself if you can handle the pressure of the job if you are nervous and quiet. He may also ask himself if you are difficult to work with if you are loud and arrogant.

The volume of your voice can tell your employer a lot about how you might act in the workplace.

You need to get the balance right and this only comes through practice. [Activity 1](#) in this module will help you to do this.

How can you improve the way that you speak to keep people interested?

- ➔ You need to really know what you are talking about, otherwise you will be nervous and this will show – do your research and practice what you are going to say
- ➔ Vary the **tone** of your voice (the highs and lows) – this will keep your interviewer interested in what you are saying. Don't sound like a robot!

REMEMBER:



A short pause at the end of a sentence lets your interviewer understand what you have told them. It also gives them a chance to ask you questions about what you have just said.

Tone of voice

When you are talking have you ever thought about how you are speaking and the impression that you might be giving? It can be as important as what you are saying.

If the Prime Minister mumbled through his speeches quietly and nervously, do you think that people would become as captured by what he said? Would people be **motivated** to vote for that person? Maybe not; it's the way the Prime Minister speaks (i.e. confidently, clearly and excitedly) that makes him such a successful speaker. His tone of voice (highs and lows) shows how he feels about the topic he's speaking about. What does the tone of your voice say about how you feel about something?

REMEMBER:



Try to relax and speak naturally.

- ➔ Balance your volume – don't speak too quietly or loudly
- ➔ Speak clearly with professional language – don't use slang or speak too quickly
- ➔ Structure what you want to say

ACTIVITY 1: RECORDING YOURSELF

This activity will help you understand how you speak and identify the parts that you need to work on. Film or record yourself. You can use the script below or make up your own. Use the tips on the previous pages to remind yourself of what you should focus on.



Example

Why have you applied for the shop assistant role?

'I have applied for the shop assistant role as I enjoy working directly with customers. I enjoy helping them and talking with them. I also want to improve my financial skills using the tills and perhaps my management skills in the future. I have had some experience working in a local village shop but want to work in a larger company that has a career path.'

Use the space below to write down what you think you could work on in the future and what you think you were good at.

Think about the following:

- Was it loud enough?
- Was it rushed or nervous?
- Were you clear?
- Did you use gestures?
- Were you sitting up and engaged?
- Did you sound enthusiastic?
- How do you think your tone of voice was?
- Were you thinking about eye contact?

What was I good at?

What do I need to work on?

.....
.....
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TIP:

Make sure you don't have a rude answerphone message – if the company calls to invite you to an interview you might not want them to hear that!





CHECKLIST

Here's a checklist to help you remember the points that we have covered in the spoken communication section. Keep them in mind when you are speaking to employers on the job hunt.

- Language – speak professionally and clearly
- Tone of voice (the way that you speak – enthusiastic, disinterested etc.)
- Volume of your voice
- Remember to structure your points (see the CAR technique in the [Interviewing for Jobs module](#) of the workbook)
- The speed at which you talk. It's not a race – relax and speak normally

With these points you'll be ready for the more detailed [Interviewing for Jobs module](#).

WHAT CREATES AN IMPRESSION?

An impression is what somebody thinks of you based on what they know about you. This can be built on **reputation**, what someone has read about you in your application, CV or cover letter and from actually meeting you.

Hygiene

One of the first things that your interviewer will notice will be your personal hygiene – don't turn up fresh from the gym smelling like a changing room. Make sure the clothes you put on are clean and ironed. It is also a good idea to take a pack of mints with you to clear your breath, but make sure not to chew gum during an interview.

Dress

What you wear communicates a lot about who you are. So what should you wear for your interview?

The best rule to follow here is to wear what everyone else is wearing at the company. If you're going for a job at a building site you are unlikely to be expected to wear a suit. However, if you have an interview at an office, try to wear a suit or smart trousers or skirt and a shirt or smart top.

TIP:

Don't go overboard with perfume or aftershave.



TIP:

If you're still not sure, ask. It is always best to go to an interview looking too professional or smart than under-dressed or scruffy.



Posture

Posture is how you stand or sit.

The way that you sit in an interview or walk into the office or building site will say a lot about what type of person you are. Are you walking nervously and looking down? Or do you walk in like you own the place? There is a fine line between confidence and arrogance.

How you sit in an interview also adds to the impression that you give an interviewer. Are you too relaxed with your feet on their desk? Or are you engaged and leaning slightly forward to show that you are interested in the conversation?

Gesture

Gesturing is about the movements that you make with your hands, your head and your facial expressions.

People use gestures to help make their points and you will do this naturally without even thinking about it. In a stressful situation, it can be a good idea to take a second to make sure that you aren't using gestures too much.

REMEMBER:



How you sit and walk will again create an impression in the interviewer's mind. Act naturally but politely and show that you are interested.

TIP:



Nodding can show agreement and understanding (don't nod too much otherwise you'll look like one of those dogs in the back of cars!).

TIP:



If you are nervous and don't feel like using a lot of gestures it is fine to just link your hands in your lap – do whatever feels natural for you and you will automatically be more relaxed.



CHECKLIST

Here's a checklist to help you remember the points that we have covered in the non-verbal communication section.

- Hygiene – have a shower, use deodorant and brush your teeth
- Dress – try to wear what other people at the company wear
- Eye contact – shows that you are interested in what someone is saying to you
- Posture – how you stand and sit
- Gesture – use your hands and facial expressions to help tell your story

REMEMBER:



Act professionally, not too loud or too quiet, and be confident, not arrogant.

LISTENING

How can listening be communicating? I'm not saying anything!

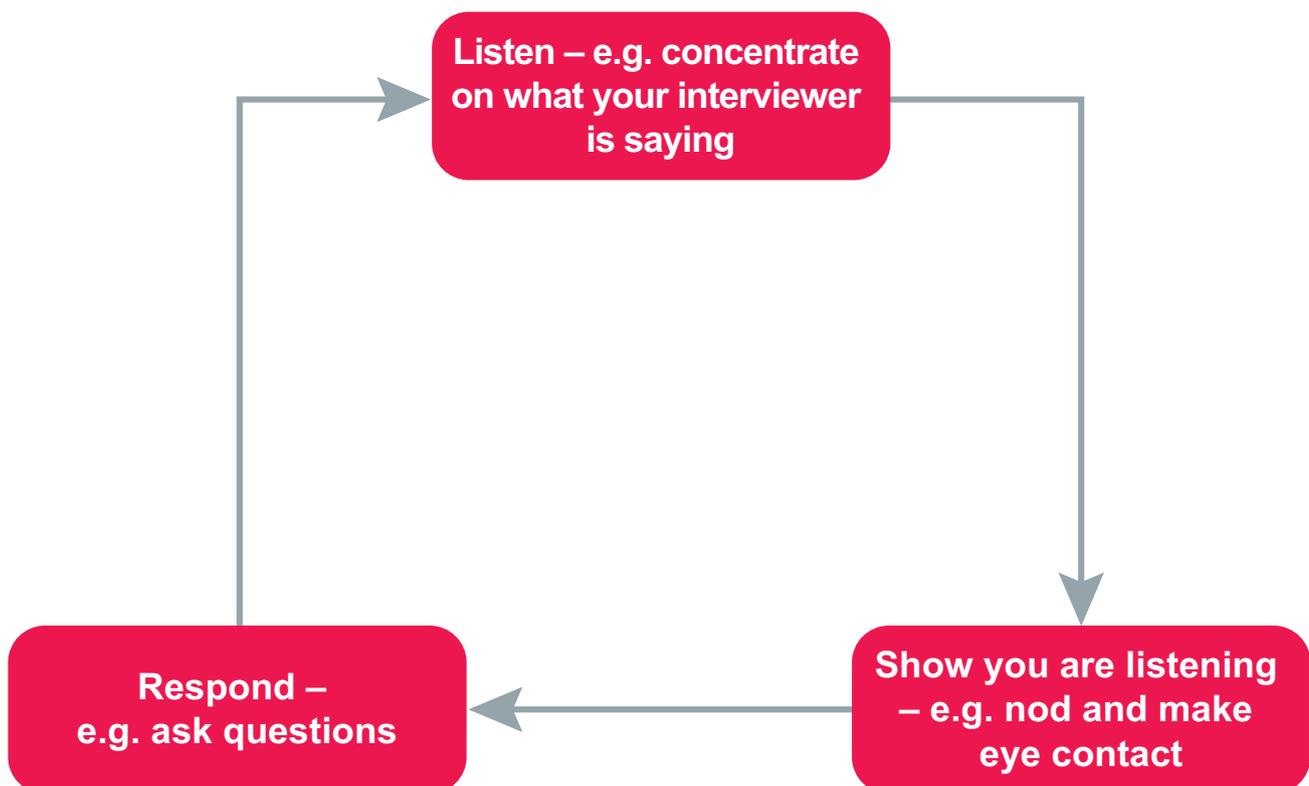
Communication is a two-way street. It isn't just one person talking at another; it is an exchange of ideas between two or more people.

One of the key skills in this process is being able to listen and understand the ideas that people are trying to tell you.

What is active listening? Don't I do this all the time?

Active listening is different to just hearing. When you listen you are actively making a choice to understand what the other person is telling you. You are also getting ready to reply with either an answer to a question or another point that fits with the conversation.

Active listening can be broken down into three steps:



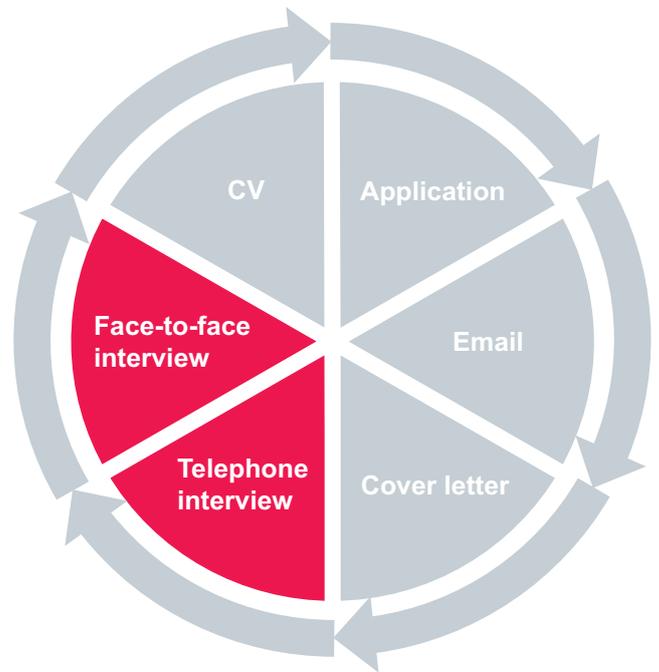
Why is it important?

Not only is it important to listen and to understand what people are telling you but to let them know that you are interested and listening to them.

If the interviewer thinks that you aren't interested in what they are telling you, do you think that they are likely to employ you?

Active listening will help you stay focussed and to provide related answers.

If you do miss anything that an interviewer says, it's fine to ask them to repeat a question or point that they have made.



TIP:

You can also repeat (in your own words) what an interviewer said to check that your understanding is correct.



AIMS AND OBJECTIVES

This section will give you tips on how to concentrate on what an interviewer says and how to demonstrate that you are engaged in the conversation. This skill is really important to get right in an interview and will help you to get a job.

How to show you are listening

Unfortunately it's not enough just to do the listening – you have to actually show that you are listening as well. Here are a few short techniques you can use to show that you are listening:

Telephone interview

During telephone interviews it can be difficult to show that you are listening but there are several things that you can do.

- Use short words after things the interviewer says: 'ok,' 'oh right,' 'that's interesting,' etc.
- Answer questions correctly
- Ask questions about what the interviewer is saying

These tips will also help you in face-to-face interviews.

If you have trouble remembering the question in a telephone interview you can take notes.

See the [Questioning section](#), next in this module, or the [Interviewing for Jobs module](#) for more information on questions.

Face-to-face interview

It can be easier at a face-to-face interview to show that you are listening as you can use non-verbal communication and body language:

- Eye contact
- Facial expressions
- Nodding – this can show agreement and understanding

REMEMBER:

Don't interrupt but find natural points in the conversation to show that you are listening.



CHECKLIST

Here's a checklist to help you remember the points that we have covered in the active listening section.

- Are you listening? Yes? Good, but are you actively listening?
- Are you concentrating on what the interviewer is saying?
- Are you showing that you are listening with your eye contact and facial expressions?
- Are you showing that you are listening with your questions?

REMEMBER:

Showing that you're listening is nearly as important as actually listening.



QUESTIONING

Questioning is the ability to ask for more information when you feel you have not understood or been told the full story and is useful at all stages of the job hunt.

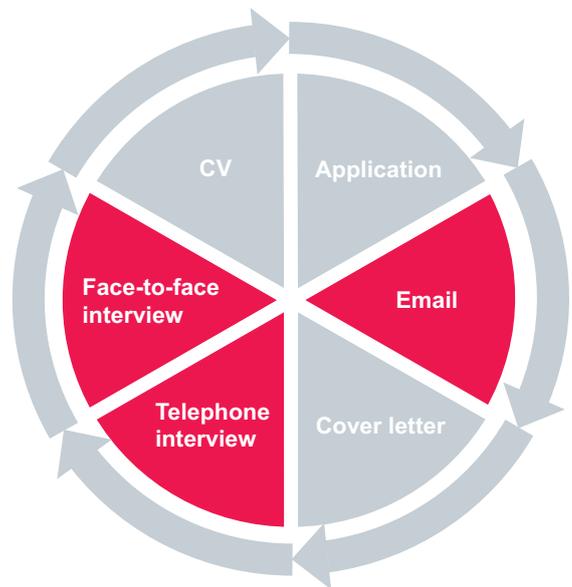
- When you have not understood fully what the other person has said
- When you want more information
- When you want to know more about the job that you are applying for
- When you are arranging an interview (e.g. time, date and location)
- When you want to show that you have researched the company and industry in an interview
- When you want to know the **terms and conditions** of a job or the hours that you will be working

Why is it important?

Questions demonstrate that you are **motivated** to find out more than just what you are told; this looks great in an interview and is what employers want to see from you.

REMEMBER:

Make sure that you use the right questions and strike the right balance between the types of questions that you ask.



AIMS AND OBJECTIVES

This section will help you to understand:

- the importance of asking the right questions
- the different types of questions that you can ask
- what your questions might say about you

Types of questions

There are lots of different types of questions that you can ask when you're looking for a job:

→ Practical questions:

- What time is my interview?
- Who will I be speaking to?
- What will my hours be?
- What will I have to wear?
- How much will I get paid?

→ Role/job questions:

- What will I have to do?
- Who will I be working with?
- Will I mostly be working on my own or with other people?
- What type of progression is there in the role?

→ Company questions:

- What is the company like?
- Do you socialise together?
- What other activities does the company do?
- What are the benefits of working for the company?

You should aim to get a balance between the types of questions. If you're asking too many questions about how long you have to work for and what is in it for you, the interviewer may start to think that you're not actually interested in the job itself.

For specific examples go to the [Interviewing for Jobs module](#) of the workbook.

TIP:

Write down some questions and take the notes with you to the interview. This is a great way to show you have thought about the interview.



Good and bad questions

In interviews there are questions that you should avoid; they are ones that you should already know the answer to, for example:

→ What is the job?

- It is fine to ask for specifics around what you will be expected to do but you should have done enough research to know what the job is

→ What does the company do?

- Try to find out what the company does before your interview – use the internet

→ Do I have to deal with money? – I don't like doing that

- It's fine to ask if you will have to perform a task but if you say that you don't like it or won't do things you probably won't get the job
- Always be positive – it's great to learn new skills or improve current ones

ACTIVITY 2: INTERVIEW QUESTIONS

Use the spaces below to write down some questions for an interview.



Practical questions:

Role/job questions:

Company questions:



CHECKLIST

Here's a checklist to help you remember the points that we have covered in the questioning section.

- Have you prepared some questions?
- Are they from the different categories?
- Have you made sure that your research hasn't answered them?
- Do your questions show that you are interested in the role that you are applying for?

Make sure you check out the [Interviewing for Jobs module](#) for more specific examples of questions.



SUMMARY

We have come to the end of the Communication module, let's quickly review the main points that we have covered:

- ➔ Communication isn't just talking!
- ➔ There are lots of different ways that you can communicate:
 - Writing
 - Verbal (what you say and how you say it)
 - Non-verbal (body language)
 - Listening
 - Questioning

REMEMBER:



Communication is a personal skill; take what you have learnt as guidance and change it to suit your style.

LOOKING FOR JOBS



AIMS AND OBJECTIVES

This module will help you to understand:

- the different places that jobs can be found
- how to work out what you want to do
- what documents and information you will need before you apply for jobs

REMEMBER:



Every person you meet, everywhere you are, every conversation you have, every time you go online, there might be a job opportunity.

What do you want to do?

It's your choice!

There are certain questions that you should ask yourself when looking for jobs:

- What do I want to do?
- What types of job are available?
- Where can I find those jobs?
- What skills do I need to do that?
- Do I have those skills?
- If not, can I learn those skills?
- If not, what else would I like to do?

You may not find the perfect job straight away. Think about where you want to get to and what skills you will need to get there. Then you can work out how you can get them – sometimes doing a job you don't really want can be a stepping-stone to your perfect job.

What do you enjoy doing?

- Are you a people person? Do you like helping and speaking to people?
- Are you a practical person that likes working with your hands?
- Would you prefer to work outside, in an office or in a shop?



ACTIVITY 3: WHAT DO YOU WANT TO DO?

With all of these questions to answer, it is good to begin with a structured plan. By answering the questions below, you'll be able to get an idea of what type of job you are looking for.



Use the space below to write down what you enjoy doing:

Once you have an idea of what you would enjoy doing, think about the types of jobs where you can do that. For example, if you like working with your hands, building, decorating or gardening may be a good place to start looking for jobs. If you prefer helping and talking to people, then a customer service job may be better.

Use the space below to write down your job options:

Now that you have an idea of the types of jobs that you want to apply for, you have to think about where to find those types of jobs.

REMEMBER:

Don't just apply for one. Applying for lots of jobs at the same time will give you the best possible chance of getting a job and will give you some interview practice.



FINDING JOBS

The first thing you should do once you have decided what type of work you would like to do is to think about who you know that works in that industry and try to talk to them about the job. It is always a good idea to talk to someone who knows first-hand and can tell you the good and bad parts of the job so you can make sure it is right for you.

Where to look for jobs

→ Jobcentre Plus

gov.uk/jobsearch

Use the government website above to look for apprenticeships or open jobs.

→ Job search websites

There are many websites available where companies can advertise vacancies. They sometimes let you create a profile and use it to advertise yourself. Some popular ones include Monster, Reed, fish4jobs and Indeed.

Some job websites focus on a particular sector. Ask people you know in that industry if they know of a website you can use to look for jobs or try doing a search to find what is available.

TIP:

Websites can sometimes change, so if you can't find a page mentioned, try typing what you are looking for into a search engine.



→ Company websites

If you know what type of work you are looking for and the companies that provide that sort of work, you can go straight to company websites. The websites normally have a careers section that will display the jobs that you can apply for and tell you how to apply for them.

If they do not have a specific career section, you can email them using the 'Contact us' section of the website and ask who to speak to regarding job opportunities.

You might like to use the email below as an example:



The image shows a screenshot of an email composition window. At the top left, there is a 'Send' button. To its right are fields for 'To...' (containing 'Email address of the person you are writing to'), 'Cc...', and 'Subject:' (containing 'Job enquiry'). The main body of the email contains the following text:

Dear Sir/Madam

I am emailing to ask who I should contact about open entry level jobs at [INSERT NAME OF COMPANY].

It would be great if you could let me know the details of the person who deals with this.

Thank you,

Jamic Darton

→ **Social media**

Don't only use the well-known ways to get jobs. Social media sites like Twitter, LinkedIn and Facebook are widely used to advertise and find jobs. Sometimes companies advertise jobs in this way and your friends or people you follow might as well.

REMEMBER:



If you are using social media, a potential employer can see what you write online and sometimes they will do a search to find you on social media sites like Facebook. Make sure that you aren't associated with anything that might mean you won't get an interview.

→ **Advertisements in shop windows**

It may seem a little old fashioned, but shop windows are still a great place to find job advertisements. Whether it is a café, high street shop or the local supermarket, people still advertise positions in their windows, so keep your eyes open for opportunities.

→ **Local newspapers**

Local newspapers often have a 'Jobs' section where you can find many different opportunities advertised. It is useful to find out which day the newspaper is published so you can be one of the first people to apply to the positions.

NOTES:

You may have heard about other places where you can find jobs in the sector you are interested in (e.g. during a Prince's Trust programme). You can add these to the space below to help you remember.

.....
.....
.....
.....
.....
.....
.....
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.....



Jobs can be found anywhere; on a train, at a bus stop, at a party. Don't just look at the 'official' ways of getting a job – everyone you meet could know of an opportunity that may interest you.

Opportunities are everywhere and when you are looking out for a job you have to be even more aware of them.

REMEMBER:



The job market is competitive – getting there first can make all the difference.

DOCUMENTS

Once you have found a job in the area that you are interested in then you can start to apply for that job using the **CV and Application form sections** of the **Applying for Jobs module**.

You may be asked to provide some of the documents below to show you are able to work:

→ National Insurance number

You are usually sent your National Insurance number on your 16th birthday. An employer needs this to check that you have the right to work in the UK.

If you don't have one, you can use this website to find out how to get one:

gov.uk/apply-national-insurance-number

→ Passport

You may need to prove that you are a UK resident, or if you are not, that you have permission to work in the UK. If you aren't originally from the UK or do not have a passport, ask your employer what they will accept as proof of your eligibility to work.

→ Utility bills (e.g. gas, electricity or water)

You may be asked to bring a utility bill or bank statement with you to prove that you live where you say you live.

→ Qualification certificates

When you complete a qualification you are usually given a certificate so that you can prove you have achieved it.

→ UK driving licence



SUMMARY

This module has covered the following points:

- Jobs are advertised in many different places
- Jobs can be found through anyone – keep an eye out
- Check to see that you meet all of the requirements of the job before you start the application
- If you have questions, call the company and ask
- Make sure that you have the documents and proof of qualifications that you will need
- Use the **CV and Application sections** to make sure your application is showing skills that match the job

REMEMBER:

You may not find your perfect job straight away, but you can find a stepping-stone to your perfect job.



APPLYING FOR JOBS

This module will cover some of the most important parts of the job hunting process; CVs, cover letters and application forms.

You will cover the following topics:

- What are CVs, cover letters and application forms and why are they important?
- CV buzzwords
- Turning responsibilities into achievements
- Identifying your skills
- Creating your CV
- Tailoring your CV
- Writing a cover letter
- Filling in your application form

Once you have finished the module, you will have the skills to create your own professional CVs, cover letters and application forms that will give you the best chance of standing out from the crowd and being invited for an interview.



AIMS AND OBJECTIVES

This module will help you to understand:

- the importance of a professional CV, cover letter and application form
- useful language to include in your CV, cover letter and application form
- what the content of a CV should include
- how to write a professional CV and cover letter
- what you should put in an application form
- how to give a good impression in your CV, cover letter and application form



What is a CV?

A CV or Curriculum Vitae (Latin for 'course of life') is a professional document that shows your experience. A CV is usually split into the following sections:

- **Personal info:** name, address, email and phone number (so the employer can get in contact with you if they invite you for an interview)
- **Personal profile:** one short paragraph stating your key skills and describing your ambitions for the job
- **Education/vocational training:** a list of your educational or vocational achievements
- **Professional experience:** a list of your professional or work experience, including apprenticeships and internships
- **Personal achievements, volunteer work and hobbies:** anything you have done that is not covered in the other sections

Why is a CV important?

Your CV provides employers with an overview of your qualifications, skills and work experience. This helps employers to decide if you would be a good fit for a particular job. The employer will form their very first impression of you on the basis of your CV, so producing a strong CV is important.

When writing your CV, remember:

- CVs need to be updated regularly
- The employer will judge the CV on what is in it **and** how it looks
- You should use positive words and avoid negative words
- It's important to have a 'general' CV which is a record of all your skills and achievements
- You will need to change your CV when applying for different jobs to make sure that you are showing the right skills

REMEMBER:

Look at the job advert to find out what skills they are looking for.



Identifying your skills

Your CV needs to give the employer an overview of the skills you possess, especially those which are relevant to the job you are applying for.

Transferable skills are the types of skills that you can apply and make use of in a number of different roles. This section will help you to identify the skills that you have gained through various experiences in your lifetime.

Examples of transferable skills are:

action planning	language skills	problem-solving
adaptability	leadership	professionalism
computing skills	learning quickly	reliability
creativity	literacy	striving for excellence
customer service	money management	taking initiative
decision making	negotiating	team working
delegation	presenting	time management
good organisation	prioritising	written and verbal communication

ACTIVITY 4: WHAT RELEVANT EXPERIENCES DO YOU HAVE?

It can be difficult to think of examples where you have displayed skills that employers are looking for. This process can be made easier by thinking about your experiences in the following categories:

→ School/college

→ Work experience

→ Home life

Answer the questions that are relevant to you in the 'Your experience' section and include as much detail as possible.

Leave the 'Skills' section blank for now.



EXAMPLE:

Question	Your experience	Skills
What clubs were you in (at school or outside of school)?	I played on the football team as the goal keeper, I also organised our weekly matches.	

SCHOOL/COLLEGE

Question	Your experience	Skills
What clubs were you in (at school or outside of school)?		
What positions of responsibility did you have (e.g. captain of a sports team, role within a club, prefect)?		
What examples do you have of presenting in front of other people (e.g. assemblies, speaking in front of the class, drama classes)?		
Were you involved in creating something (think about technology classes, drama, music or arts)?		
What were your hobbies?		
Did you get any awards or recognition (e.g. certificates, medals, trophies)?		

Question	Your experience	Skills
What did you do that you were proud of?		
Did you have a weekend job (e.g. babysitting, paper round)?		
Did you do any volunteering (e.g. Duke of Edinburgh award, help in the community during citizenship lessons, church)?		

REMEMBER:

When you're talking about your skills, make sure you're always able to back yourself up with examples – you don't want to get caught out.



HOME LIFE (BEFORE YOU CAME TO THE PRINCE'S TRUST)

Question	Your experience	Skills
Have you done any courses or training?		
What role do you play in your friendship group (e.g. do you organise them, stop people arguing)?		
Did you do any volunteering (e.g. sports coaching, looking after a relative)?		
What are your hobbies?		
Have you helped your family by contributing money or looking after relatives?		

IN WORK/WORK EXPERIENCE

Questions	Your experience	Skills
Who did you work with?		
What were you responsible for (e.g. opening or closing the building, cash handling or team leader roles)?		
What experiences did you have of working in a team?		
What did you do that you were proud of in your job?		

Turning responsibilities into achievements

It is important to highlight your achievements in your CV, rather than only focussing on your responsibilities. Achievements give the employer practical examples of what you have done.

What's the difference?

Responsibility: something which you have a duty to deal with.

Achievement: something which you have done successfully, by effort or skill.

Example:

Responsibility: Had to organise a daily stock check.

Achievement: Organised the daily stock check, making sure that any problems were directly communicated to my manager.

Positive verbs

You can use positive verbs (doing words) to make sure your actions and achievements stand out:

assembled	evaluated	proposed
assisted	expanded	proved
attended	experienced	provided
communicated	improved	repaired
designed	informed	reported
developed	led	researched
directed	motivated	reviewed
edited	organised	selected
encouraged	planned	strengthened
ensured	prepared	supported
established	produced	trained

REMEMBER:

You should **never lie** on your CV. Not only are you likely to be caught out at the interview stage, but if you really don't have the qualifications or skills for the job, you will not be able to do the job.



ACTIVITY 5: REWRITING RESPONSIBILITIES AS ACHIEVEMENTS

The statements in the table below provide examples of responsibilities you might have at work. Re-write these to turn them into achievements, using the example above to help you.



Responsibility	Achievement
1. Tasked with arranging the shop shelves	
2. In charge of creating the menu for the café	
3. Add in your own from a previous job/work placement/home life	
4. Add in your own from a previous job/work placement/home life	

Example answers upside down at the bottom of the page.

REMEMBER:

Employers want to know about the good work you've done in the past.



1. I arranged the shop shelves according to the shelving policy communicated to me
 2. I created the menu for the café and managed the design and printing processes with the printers

ACTIVITY 6: TURNING EXPERIENCES INTO SKILLS

Now that you have identified these experiences, the next step is to show and communicate the skills you demonstrated in each situation.



Go back through each of your responses and highlight the parts which you think required a skill.

Use the list of skills on page 38 and the following example to help you.

REMEMBER:

These skills can also be used in interviews to give examples of when you have demonstrated certain skills or behaviours.



EXAMPLE:

Questions	Your experience	Skills
What clubs were you in (at school or outside of school)?	I played on the football team as the goal keeper. I also had to organise our weekly matches.	Teamwork Working independently Organisation

If you approach skills in this way, you are able to back these up and give examples – and you won't fall into the trap of saying you can do something when you can't.

CV 'buzzwords'

CV buzzwords, or power words, are words which will impress the person reading the CV. They are positive and are usually verbs or 'doing words' that will help you show off your skills. However, don't use too many or your CV will look like a dictionary and won't sound like you.

Example buzzwords:

The following are examples of buzzwords you may wish to include in your CV:

articulate	flexible	professional
awareness	good communicator	problem solver
competitive	leadership	reliable
determined	motivated	responsible
driven	organised	teamwork
enthusiastic	on time	thorough
fast learner	practical	understanding

Creating your CV

You can use what you have learned in the previous sections to help structure your CV.

Below are some tips that will help you to create your CV.

Length

Your CV should be one to two pages long. If it is too long, the employer will not read it all and may miss some of the important information.

Hobbies and interests

These can give an employer a greater insight into your personality. It can also demonstrate that you are a well-rounded person.

Exam results

You should include any qualifications in maths, English and science (as long as these are 'pass' grades). Apart from these, you only need to include those which are recent and which are relevant to the job you are applying for.

ACTIVITY 7: CV TEMPLATE

The template below identifies the various sections you should include in your CV and will help you to think about what you need to include. To get you started, make notes in the right hand column.



REMEMBER:

Be truthful and use buzzwords to sell yourself.



CV TEMPLATE

PERSONAL PROFILE	My notes
<ul style="list-style-type: none">→ What are your key strengths and skills?→ What makes you stand out professionally?→ What are your personal and professional goals? <p>TIP: Think about what will make you stand out and be specific – why are you suitable for this job? Remember that this will need to be changed when you apply for each job.</p>	



EMPLOYMENT HISTORY	My notes
<ul style="list-style-type: none">→ Where have you worked?→ What were your roles and responsibilities?→ What were some key achievements in each job? <p>TIP: If you don't have much formal work experience, you can include voluntary work, work placements and any work that you may have done for a family member.</p>	List in date order, with the most recent first.



EDUCATION

My notes

- What qualifications do you have?
- Have you done any training courses or further education?

List in date order, with the most recent first.

TIP:

Include subjects and grades – in particular qualifications in maths, English and science. You can also include your Prince's Trust programme here.



KEY SKILLS

My notes

- What are you good at?
- What skills have you gained through your life experiences?
- What examples do you have to back up each of these skills?

TIP:

Look back at the **Identifying your Skills section** to guide you.



KEY ACHIEVEMENTS

My notes

- What are you most proud of?
- What have you achieved that will make you stand out from other candidates?

TIP:

Think about times when you have done more than you were expected to.



INTERESTS	My notes
<ul style="list-style-type: none"> ➔ What do you do in your free time? ➔ What clubs are you/have you been part of? ➔ Can you draw any skills from these interests? <div style="background-color: #f9cb9c; padding: 10px; margin-top: 10px;"> <p>TIP:  Make sure you can back up anything you list here with examples.</p> </div>	

REFERENCES	My notes
<ul style="list-style-type: none"> ➔ Who could write you a good professional, educational or character reference? <p>Ideally this should be an old employer, but if you don't have one or you think they might give you a poor reference, think about who else might be able to do this.</p> <div style="background-color: #f9cb9c; padding: 10px; margin-top: 10px;"> <p>TIP:  You can say that your references are available on request, but if you want to include anybody's name, check in advance that they are happy to give you a reference.</p> </div>	

Once you have filled in your notes you can create your CV. You will need to think about how you want your CV to look. If the information is **formatted** well, then it will be easier for an employer to see why you would be a good fit for the job. Usually CVs are split into sections, to make it obvious to the employer what skills, experience and achievements you have. The notes you made above for each area can be turned into the sections of your CV.

CV formatting links

The following websites will have a careers section that can help you format your CV:

- Total Jobs – totaljobs.com/careers-advice/cvs-andapplications/which-cv
- National Careers Service – nationalcareersservice.direct.gov.uk
- Monster – career-advice.monster.co.uk
- Open University – open.ac.uk

TIP:

Websites can sometimes change, so if you can't find one of the pages mentioned, try typing it into a search engine.



NOTES:

Here is some space to write down your own websites.

A series of horizontal dotted lines providing space for writing notes.



Example CV

Here is an example CV that can be used to help you think about how you would like your CV to look.

Jason Collins

3 Ashton Road, Yardsley, Manchester M15 2LY

08876 399 384 / jasonc13@hotmail.co.uk

I am a highly self-motivated, well organised and hard working individual and am keen to develop my skills in the workplace. I am a strong communicator and am able to work independently and as part of a team.

Education

- Summer 2012** **The Prince's Trust Get into Retail programme**
- Vocational training programme including two weeks' work experience at *Waitrose*
 - I developed and applied skills in customer service, managing stock and working on the till
 - I also improved key employability skills such as team work, reliability and time keeping
- 2010-2011** **New College, Birmingham**
- Retail Skills: NVQ Level 2 Certificate
- 2008-2010** **St John's School, Birmingham**
- 4 GCSEs: Maths (C), English (D), ICT (B), PE (B)

Work experience

- May-Oct 2011** **Assistant Football Coach**, Sports for you, Birmingham
- Responsible for helping to coach children, setting up the training venue and carrying out linesman duties
 - I have demonstrated excellent teamwork and time keeping skills by organising an extra training schedule for those who needed help
 - I have also organised and run children's football tournaments, which demonstrated my leadership skills
- May-Oct 2008** **Volunteer**, Dog Rescue, Birmingham
- My responsibilities included feeding dogs, cleaning the enclosures and taking guests on tours

Key skills

- Strong IT skills including Microsoft Word
- Excellent time keeping and organisational skills

Personal interests

I really enjoy cooking and recently helped with the catering for a family member's wedding. I fundraise for a local charity and have helped with organising fundraising events.

References available upon request

REMEMBER:

Your CV is **yours**. It reflects your personality and doesn't have to look a particular way but should always look presentable and professional.



TAILORING YOUR CV

This section will help you to **tailor**, or make small changes to, your general CV to the particular job which you are applying for. Employers looking to fill a job may read through a lot of CVs – so tailoring yours will really help to make your CV stand out.

There are several steps involved in tailoring your CV:

1 Tailor your personal profile

Your personal profile is the first impression an employer will form of you. Write it to match the job you are applying for by highlighting any relevant skills and experience.

2 Focus on relevant skills and experience

Go through your CV and pick out the experiences and skills that match what the employer is looking for. Add detail, so that they really show the employer that you are the kind of candidate they are looking for.

3 Remove irrelevant skills and experience

The employer might only take a few seconds to read through the CVs they receive, especially if there are a lot of them! Therefore it might be a good idea, if you have a long CV, to remove those parts which are not really relevant for the job you are applying for.

4 Review your tailored CV

Using the job description, check that your CV is what the employer is looking for. Do the skills and experiences you have shown match with what the 'ideal candidate' might have?



5 Missing skills

If there are any areas of the job description which you haven't been able to show you are suitable for (e.g. if the job requires Microsoft Excel skills which you do not have), there are a number of things you can do:

- ➔ Show that you are trying to develop these skills (in the example above, you might do a Microsoft Excel course)
- ➔ Demonstrate that you are a fast learner (use the [Identifying your Skills](#) section to help you with this)
- ➔ Highlight skills related to the missing skill, which again might illustrate your ability to learn quickly (e.g. in this example, general IT skills).

TIP:

There is no need to include your date of birth or a photo.



COVER LETTERS

What is a cover letter?

A cover letter or covering letter is a short letter that is usually sent with a CV to allow you to give more details about:

- who you are
- what you are currently doing (just finished training/work experience etc.)
- where you saw the role advertised
- why you are interested in the role
- what skills you have that you could bring to the role
- what experience you have that could be useful for the role (this is written in your CV already but it can be good to use a cover letter to explain parts of the CV in a little more detail)
- any gaps in your CV or anything else that you may wish a potential employer to know

Why is it important?

- It shows that you are willing to spend the time writing a letter to the potential employer rather than just sending off a CV
- It gives you the opportunity to say why you are interested in the role
- It gives the employer a more rounded view of you and your experience rather than just a few facts
- It lets you highlight how your skills are relevant for the job you are applying for

TOP TIPS:

- Make sure your cover letter, just like your CV, is specific to the job and company
- Highlight your achievements and experiences that best demonstrate the required skills
- Match your skills to the needs of the employer
- Think about what will make you stand out from the crowd – it could be some other significant experiences and achievements
- Make sure that your cover letter is no longer than an A4 page
- Your cover letter might be the first thing the employer sees – give a good impression and make them want to read the rest of your application
- Research the company
- Do a spell check after you have finished writing



Insert your skills and experience paragraph here

Your CV can only give short highlights of your skills. The cover letter is your chance to really show off your most relevant skills and experience. You have an opportunity to go into more detail and talk about hobbies or personal interests, along with other experiences that you gained outside work, as these will strengthen your application. You can include:

- the relevant skills and experience you have to offer
- how you can use these skills in the job
- what hobbies and interests you have that could help you in a job

TIP:

Make sure you cover the most important skills to do the job!



Insert your company research paragraph here

Make it clear that you have done some research into the company/job and use this research to explain why you are interested in applying. You might talk about:

- what you know about the company
- how it interests you

Look at the [Interviewing for Jobs module](#) for more tips on researching.

Insert your motivation paragraph here

Use the end of your cover letter to leave a good last impression and express your interest in the job. Consider:

- ➔ what makes you so keen and interested in the job
- ➔ how you can make sure you end the letter positively

I look forward to discussing my application with you further.

Yours faithfully/sincerely

[Add your name here]



CHECKLIST

Here's a checklist to help you remember the points that we have discussed in the cover letters section.

Layout

- Have you included your and the employer's address in the right place?
- Does your letter look easy to read (three to five paragraphs and no longer than a page is a good guide)?
- Have you used a standard font (e.g. Arial/Times New Roman) and standard size (i.e. 10-12pt)?

Introduction and end

- Have you found out who you should address the letter to? If not, write 'Sir/Madam'
- Have you written a polite final statement that sounds positive and thanks the employer for taking the time to consider your application?
- Have you chosen an appropriate signature for your letter?
 - If you know the name of the person you are writing to, sign off with 'Yours sincerely'
 - If you don't know their name, sign off with 'Yours faithfully'
 - To cover all situations, sign off with 'Kind regards'

Positive language

- Do you come across well?
- Have you included words and language that describe you and your skills in the best way?

Standing out

- Have you included a few things in your cover letter that will make you stand out from other applicants?

Company information

- Have you included some company information to show that you have done your research?
- Have you related that information to yourself in some way? For example, have you used it to show an interest in the company?

TIP:

Once you have had a go at writing a cover letter, take it to somebody you know who can check it for you.



APPLICATION FORMS

Application forms are either online or paper forms that you are given when you apply for a job. They are usually the first step of the job hunting process. You will need to fill in information about your personal details and it will ask you questions to see whether you are right for the job (for an example see the end of this module).

Application forms not only test to see whether you have the experience or ability that the job needs but also how well you can communicate using written language (re-read the written communication section if you need to).

Why are applications important?

Application forms help the employer to know which **applicants** they would like to offer interviews to, and are the first chance to make a good impression.

Even if you are the best person for the job, the employer won't ask you for an interview if your application form is not what they are looking for. It is worth the time and effort to do a good job filling in your application form so you get a chance to speak to them face-to-face.



AIMS AND OBJECTIVES

This section will help you to understand:

- what an application form is and when you might see this in the job hunting process
- the importance of making a good impression on the application form
- tips and techniques to make your application form as good as it can be
- what an application form may look like and what you are likely to be asked

Application forms explained

An application form will ask you to fill in questions covering a lot of the same things as you would put in a CV or cover letter. It will also ask you for some more detailed information about your skills, experience and why you would be right for the job. Examples of these questions are:

Motivation questions

→ The form will ask you questions relating to why you want to apply for the job. This section is trying to find out your motivations or reasons for your application

Have a look at the [Motivating Yourself module](#) of the workbook for more information on this.

Experience questions

Your employer will also want to know that you have used and developed some basic skills to make sure that you will be able to actually do the job. These questions will focus on the skills that you will need to use in the job.

REMEMBER:



Experience can come from any part of your life and does not always have to be from previous jobs. It is fine to provide examples from your home life – not all learning happens in the classroom or in a job.

Monitoring information

→ Usually an application form will contain a monitoring section that will ask you for your age, race, gender, sexuality etc. This is **optional** so do not feel that you have to fill this in. This information will only be used for the company's internal **diversity policy** and will not affect your application.

References

References are people that you know outside of your friends and family that you may have worked with in the past. Sometimes you have to put the contact details of these people down on an application form so that the employer can check that what you have written is correct and truthful. These people could be:

- a teacher
- a work placement buddy
- your previous boss
- your apprenticeship tutor

REMEMBER:



Always let someone know if you are using them as a reference and check that their contact details are up to date.

Declaration

At the end of your application you will have to sign to say that what you have written is truthful. It is very important to be truthful on your application form, what you write can be checked with a few telephone calls!



CHECKLIST

Here's a checklist to remember the points that are important when completing application forms.

- Write answers neatly; you want to make sure that they can be read (or do this on a computer)
- Make several photocopies of the form so that you can practice before you submit your application form
- Have you checked the structure of your answers? Have you used the CAR structure that is discussed in the [Interviewing for Jobs module](#)? Have you read it out loud to yourself?
- Have you asked someone to read the application form to check it makes sense and for spelling and grammar mistakes?

ACTIVITY 9: APPLICATION FORM TEMPLATE

Complete the form below in as much detail as possible. To answer some of the questions you will need to have selected a specific job. If you haven't decided on a job yet, think of a job you might want to apply for and answer the questions as you would if you were applying for it. Keep a copy of this practice form so that you can use the answers on a real application form when it is time to fill one in.



Example application form

Use capital letters.

Attach additional sheets securely and ensure they are marked with your name and the job you applied for.

Personal details

Full name:

[Write your name here]

Address:

[Insert your address here]

Email:

[Insert your email address]

Contact number:

[If you have a landline insert the number here]

Mobile number:

[If you have a mobile number insert it here]

National Insurance number:

[See the Documents section on page 35 if you do not have this]

Example application form (continued)

Employment history

Start date / end date	Employer name	Job title, responsibilities and experience	Reasons for leaving
1/11/2011 – 03/05/2013	Tim's Hardware	Job Title: Shop Floor Assistant Responsibilities: <ul style="list-style-type: none">➔ Ensuring that all stock is checked each morning➔ Helping customers with any questions they might have (give an example)➔ Counting up the till at the end of the day to make sure that the sales matched the money taken <p>(include work experience here and if the form asks for a salary write 'Voluntary')</p>	End of contract

Example application form

Education/training			
Establishment attended	Course details	Results	Date
Shrewsbury High School	GCSE English GCSE Maths Include any qualifications from a Prince's Trust programme as well. Make sure the title is correct.	C D Write "Pending" if the course is not yet completed	01/08/2010 – 01/06/2011

Job questions

Remember to look back at the CAR technique in the [Interviewing for Jobs module](#); it will be a great help in structuring your responses.

Why did you apply for this position?

TIP:



What are your reasons for applying for the job?

- Learning about the industry?
- Moving off benefits into the working world?
- Independence (earning and spending your own money)?

Why did you apply to this company?

TIP:



Have you done your research? Why have you chosen this particular company?

- Does the company have a good image?
- Have you looked on their website to see what else they do?
- Do they have a good training programme?

Experience questions

For the following questions, please include examples based upon your previous experience

When have you worked under pressure?

TIP:



These questions are looking to see how you have used these skills in the past – you might want to use the CAR technique in the [Interviewing for Jobs module](#).

- Have you had to meet deadlines at school or at work?
- Have you had to look after anyone at home and had a lot of jobs to do at once?

When have you been part of a team?

What was your role in the team?

TIP:



Teams can be in your family or friends; they don't just have to be at work.

- Have you played in a sports team? What did you do? Did you sometimes have to wash the kit?
- Have you had to help out the family team by shopping or looking after a relative?
- Are you the one that organises events with your friends?

Experience questions

When have you overcome a problem?

What did you do?

Would you have done anything differently?

TIP:

Have you had to deal with problems in your lifetime? We all do – it's how you react to them that can show your character.



- ➔ Have there been times at work that you haven't got on well with a colleague? How did you deal with that situation?
- ➔ Have you had problems at home? How did you overcome them?

What is your greatest achievement to date?

TIP:



What have you done in your life that you are most proud of?

- Everyone has different things that they are proud of – what is yours?
- Don't forget to say **why** it is your greatest achievement

References

Name:

Name:

Address:

Address:

Email:

Email:

Telephone:

Telephone:

Relationship to applicant:

Relationship to applicant:

Declaration

I certify that the information contained on this application form is accurate.

I give my consent to the processing, transfer and disclosure of information submitted by me during the recruitment process.

Signed:

Dated:



CHECKLIST

Here's a checklist to help you remember the points that we have covered in the application forms section.

- Get to the point – don't write too much; the interviewer will have a lot of applications to read
- Use the CAR technique that is explained in the [Interviewing for Jobs module](#) of the workbook for your answers
- Check your contact details to make sure they are correct
- Make sure you have included all of your education experience and qualifications
- Make sure your answers show that you have the skills needed for the job
- Check your spelling and grammar and then ask a friend to check it as well
- Read your answers out loud to see if you can pick up any mistakes
- Keep a copy of the form so that you can look at it before your interview
- Make sure that you send or hand it in on time!
There's no point in all that work if you are late

REMEMBER:



Not all examples come from the classroom or work – think about the other areas of your life where you have built skills.



SUMMARY

This module has covered the following topics:

- What CVs and cover letters are and why they are important
- What type of language you can use when applying for jobs
- The different ways of applying for jobs
- Creating and tailoring your CV
- How to write your cover letter
- How to write your application forms

INTERVIEWING FOR JOBS

This module will help you prepare for your interview and is divided into three sections:

- What to do when you are invited to an interview
- What you need to know before your interview
- How you should act in your interview



AIMS AND OBJECTIVES

The Interviewing for Jobs module will help you to:

- ask the right questions when you respond to an invitation to interview
- understand the importance of research and the types of things you should know about the job and company before you go to an interview
- answer questions in a structured way so that your interviewer has the best chance of understanding you
- prepare your answers to interview questions
- know what questions to ask in the interview
- understand what you need to do and how you should act in your interview



What is an interview?

After you have applied for a job, the employer may want to set up a telephone or face-to-face interview to find out more about you.

An interview will give your potential employer a chance to meet you and decide whether you would be a good fit for the job. They will ask questions to find out more about you and consider how your personality will work with their existing team. An interview also gives you the chance to ask questions and determine if the job is something you would like to do.

Some employers might also use group interviews. In group interviews you may be asked to participate in a variety of activities or exercises. The goal of a group interview is to see how you work with others and whether you use actively listening or use reasoning to influence others. They are not necessarily focused on whether or not you succeed at a task. A group interview is a good opportunity to show team work, customer service and leadership skills.

Why is an interview important?

The employer can never know how much help you have had with your CV, application form and cover letter. The interview is a chance for your employer to meet the real you, unaided by parents, friends, advisers or the internet.

Interviews also help the employer to:

- confirm your skills match up with what you've written in your CV and application form
- check your confidence levels and **interpersonal skills**
- find out how interested in the role you are and how much effort you have put into researching the job

TIP:

Make sure you know what you wrote in your CV, application form and cover letter!



REMEMBER:

They are hiring you and will be spending a lot of time with you, so they want to hire someone they like and who will get on well with their existing team.



WHAT TO DO WHEN YOU ARE INVITED TO AN INTERVIEW

When you have been invited to an interview, follow the steps below:

- Check when you are available
- Confirm via telephone or email when you will be attending
- Ask any questions that you might have, such as:
 - name of your interviewer
 - type of interview
 - dress code
- Save details in a safe place (time/date/location/phone number)
- Make sure you can find a quiet place if you are having a telephone interview

Planning your journey

Arriving late for an interview gives a very bad impression, so you need to plan your journey in advance and make sure you allow time for delays; plan to arrive a bit early.

If you plan to use public transport:

- National Rail Enquiries – nationalrail.co.uk
(nationwide trains)
- National Express – nationalexpress.com
(nationwide coaches)
- Traveline – traveline.info
(public transport across the UK)
- Regional travel sites for where you live

REMEMBER:



Check your route for delays or issues on the day you are travelling. Interviewers won't be impressed if you blame public transport for being late.

If you plan to drive or cycle to your interview:

- Google Maps – maps.google.co.uk
- The AA Route Planner – theaa.com/route-planner
- Parkopedia – en.parkopedia.co.uk
- CycleStreets – cyclestreets.net

TIP:

Websites can sometimes change, so if you can't find a page mentioned, try typing what you are looking for into a search engine.



Top tips for interview preparation

Make sure you look through the [Communication module](#) before your interview.

TOP TIPS:

All interviews

- Read the job advert/description to remind yourself what skills and experience they are looking for
- Know your application documents inside out
- Prepare some questions so you can find out if the job is right for you and to show that you have done some research
- Use the CAR technique covered later in this module
- Focus on what you say and how you say it
- Know the company, industry and job well – do your research

Face-to-face interviews

- Listen carefully and show that you are interested in what the interviewer is saying
- Body language is important
- Think about the clothes you wear and make sure you have followed the right dress code (you can check this when you confirm your interview)

Telephone interviews

- Think about how you sound as this is all the interviewer has to go on



ACTIVITY 10: INTERVIEW RESEARCH

Before you go to your interview, you will need to spend some time researching the job and company you are applying to. The internet will be a really useful tool to help you find out information about the company. If you know people who work for the company you could also speak to them to find out more information and how they like working there.



Once you have an interview scheduled, use the template below to research the company and job.

REMEMBER:

Asking someone you know that works in that industry is a great way of getting this information.



JOB/ROLE QUESTIONS

Question	Answer
What is the job title?	
What is the job description and required skills?	

TIP:

Think about whether you have the right skills.



Question	Answer
<p>What are the responsibilities?</p>	
<p>What does the career path look like?</p> <div data-bbox="121 779 491 1039" style="background-color: #d9ead3; padding: 10px; border: 1px solid #d9ead3;"> <p>TIP:  Does the job allow you to progress up the ranks? Are you interested in that?</p> </div>	
<p>Who would manage you?</p>	
<p>What salary information is available (e.g. salary range/bracket, bonus opportunities)?</p>	
<p>What level would your job/team be within the company?</p>	

Question	Answer
Are there any training or qualifications required to apply?	
Are there any training opportunities on the job?	
What would you be wearing to work?	
What would your working hours be?	
What does the application process for the specific job involve (e.g. CV, cover letter, type of interview)?	
What other important information have you found?	

COMPANY QUESTIONS

Question	Answer
What type of company is it (industry/size)?	
What are three to five key facts about the company?	
Who are the company's top competitors?	
What is the history of the company? What important things have happened in the past?	
Who is the head of the company? Who are the other key people, specific to the role you are interested in?	
What other important information have you found?	

REMEMBER:

Read over your research before your interview. You want to be able to easily talk about any of the things you found. Sometimes it helps to practice talking about the company with someone else.



ACTIVITY 11: WHAT WILL THE INTERVIEWER ASK ME?

No matter what job you are interviewing for, the same interview questions can come up. It is important to prepare for these so that you have strong answers and do not panic or have trouble answering questions when you are asked.



In the template below, write notes for how you would answer these typical questions. Having a specific job and company in mind will help you give good answers.

TIP:

Practice your answers out loud to get used to speaking about yourself.



Question	Answer
<p>Tell me about yourself</p> <p>TIP: Explain to the interviewer the information that is in your CV. Make sure you draw attention to the skills you have that meet the job requirements.</p>	
<p>Why do you want to work for this company?</p> <p>TIP: Look at your research – is there something about the company that really interests you?</p>	
<p>What attracts you to this role?</p> <p>TIP: Why is it interesting? Does the job match your interests or previous experience?</p>	

Question	Answer
<p>Why should I hire you?</p> <p>TIP: Talk about all your relevant skills and why you want the job. Look back at the Identifying your Skills section in the Applying for Jobs module. Perhaps talk about something on your Prince's Trust programme.</p> 	
<p>What are your strengths?</p> <p>TIP: Look back at the Applying for Jobs module and talk about things you are good at.</p> 	
<p>What are your weaknesses?</p> <p>TIP: This is a tough question. Talk about something you used to find difficult and talk about what you've done to try to improve it.</p> 	
<p>Where do you see yourself in five years?</p> <p>TIP: Do you see yourself doing the same thing? Have you thought about promotion possibilities?</p> 	

Question	Answer
<p>What are your hobbies?</p> <p>TIP:  Do any of your hobbies relate to the skills you need for the job? If yes, then make sure you talk about these.</p>	
<p>Can you tell me about any relevant experience?</p> <p>TIP:  Make sure you mention all the qualifications, past jobs, skills on your CV and The Prince's Trust programmes that you have done.</p>	
<p>What do you want from a career?</p> <p>TIP:  To be happy? To climb your way up the ladder? To support a family?</p>	
<p>What other companies have you applied to?</p> <p>TIP:  Be truthful! What if they know the interviewer from another place you've applied?</p>	

ACTIVITY 12: DIFFICULT INTERVIEW QUESTIONS

There are a couple of questions you may get asked that are more difficult to answer. Here the interviewer is looking for honesty and openness more than anything. However, make sure your answers are always appropriate.

Start to think about how you may answer some of these questions by filling in the table below. Only choose the ones that apply to you.



DIFFICULT INTERVIEW QUESTIONS

Question	Answer
<p>What is your ideal job and why?</p> <p>TIP: What really interests you? E.g. if you are applying to be a builder and you like working with your hands, mention this.</p>	
<p>How would your friends describe you?</p> <p>TIP: Look back at the CV module – E.g. Organiser? Leader? Good team player?</p>	
<p>Can you explain the gaps in your employment?</p> <p>TIP: Be truthful! The interviewer will respect you for being honest.</p>	
<p>Can you explain the reasons behind your criminal record?</p> <p>TIP: Be truthful! Employers will respect you for wanting to move forward.</p>	

Question	Answer
<p>How do you handle criticism?</p> <p>TIP: Do you listen to what has been said and try to improve? </p>	
<p>Why were you with your last employer for such a short time? Why did you leave your last job?</p> <p>TIP: Be truthful! What if they call your previous employer for a reference? </p>	
<p>Do you have any commitments that will require you to take time off?</p> <p>TIP: Training? Care for family/friends? Holidays? </p>	
<p>Are you applying for other jobs?</p> <p>TIP: Many people apply for multiple jobs at the same time. If you answer yes, be prepared for them to ask you more questions about the other jobs. </p>	

ACTIVITY 13: ASKING QUESTIONS

Asking questions at an interview shows that you are interested. The interviewer will usually ask you at the end if you have any questions for them about the job. Sometimes it can be hard to think of something to ask, so prepare some questions before you go.



Below are some examples of the types of questions you could ask:

- ➔ Can you describe a typical day/week in this role?
- ➔ What is the split between the different responsibilities listed on the job advert (you can make this more specific by asking how much time will be spent on X and Y)?
- ➔ How does this position fit in with the rest of the office/shop/business?
- ➔ What are my opportunities for progression? What type of training opportunities do you offer?
- ➔ How will my job performance be reviewed?
- ➔ What are the next steps in the process?

The questions above can apply to most industries.

Now try to think of a few questions that relate to the type of work you are applying for and write them below.

You can also refer back to the [Questioning section](#) of the [Communication module](#) for more examples of the types of questions you can ask.

REMEMBER:



Questions also give you the chance to find out whether the job is right for you, so take the opportunity to ask about what you might be doing day-to-day.

REMEMBER:



If you've done the [Interview Research activity](#), look back to see if there were any questions you couldn't answer. Does it make sense to ask your interviewer?

THE CAR TECHNIQUE

Many interviewers use **competency questions** in their interviews. Competency questions are designed to try to find out more about the skills and experience you have by asking you to give examples of how you have behaved in certain situations. The **CAR technique (Context, Action, Result)** will help you to answer competency questions in an interview in a clear, structured way. It can also be used for application forms and everyday communication.

C ONTEXT

A CTION

R ESULT

The CAR technique can be used to structure how you answer questions on application forms or in interviews. It is like the structure we learned in the **Communication module** where a story has a beginning, middle and end. It can be very useful when you are answering questions about your past experience as it shows examples of when you have shown the skills that are needed for the job.

Describe the situation:

Where were you? What were you doing? Who were you doing it with? Why were you doing it? What was the problem?

Describe what you did:

What did you do to help the situation? How did you show the skill that the employer is looking for (make sure that you say what you did)?

Describe what happened because of your actions:

The end – what happened? How did you feel about the outcome? Would you have done anything different?

ACTIVITY 14: PRACTICE CAR ANSWERS

Below you will find some competency-based interview questions that can be answered using the CAR technique.

Pick two of the questions on the right and write your answers on the template on the next page, taking care to divide your answers up into context, action and result. Use the example answer below as a guide.



Example:

Tell me about a time you worked successfully in a team.

Context:

I was participating in a local charity event to build a small playground for the community where I live.

Action:

My role was to build the climbing frame with three other volunteers that I had never met. I thought it would be a good idea to give jobs to each team member, so one person read the instructions, two of us held the frame up and the final person was in charge of screwing everything in place.

Result:

We built the frame so quickly that we were able to go and help our other volunteers complete their projects.

Now you can have a go using the questions below:

Example questions

- ➔ Tell me about a time you made a decision that did not turn out for the best
- ➔ Describe a situation when you had to convince others
- ➔ Tell me about a time where you were able to creatively solve a problem
- ➔ Describe your greatest achievement
- ➔ Tell me about a time when you have handled a difficult situation
- ➔ Describe a time when you have had to influence people
- ➔ Tell me about when you displayed leadership skills
- ➔ Tell me about a time you've had to prioritise tasks
- ➔ What example do you have of a time when you displayed organisational skills?

CAR answer template

ANSWER 1

C – Context: Describe the situation (when/where/with who) and the task you were faced with. Keep it brief; this section is just so the person understands what was going on.

A – Action: Describe what you did. Explain what steps you took to complete the task. If you went above and beyond what was expected of you, make it clear here.

R – Result: Describe what happened because of your actions. Link the action to the result and make it clear the difference this made to you and the people involved in the situation. Use numbers or quotes to strengthen your answer.

ANSWER 2

Now pick another question from the list above to answer.

C – Context: Describe the situation (when/where/with who) and the task you were faced with. Keep it brief; this section is just so the person understands what was/is going on.

A – Action: Describe what you did. Explain what steps you took to complete the task. If you went above and beyond what was expected of you, make it clear here.

R – Result: Describe what happened because of your actions. Link the action to the result and make it clear the difference this made to you and the people involved in the situation. Use numbers or quotes to strengthen your answer.



CHECKLIST

Here's a checklist to help you remember the points that will help you when answering questions in interviews.

- Get to the point with your answers – don't make them too long
- Use 'I' not 'we' (your interviewer wants to know what **you** did)
- Put detail in the 'Action' section
- Say what you learned in the 'Result' section
- Tailor your answer to the reader/listener
- Make sure you answer the question
- Use recent examples
- Be enthusiastic
- Practice your answers
- Make sure that your result is positive

HOW YOU SHOULD ACT IN YOUR INTERVIEW

Now that you've been asked to an interview it's time to put all that work to good use! The activities in this section will remind you of some of the top tips we've covered in the other sections and of the important things to remember during your interview.

ACTIVITY 15: INTERVIEW TOP TIPS

Read through each point and think about how you would do this on the day of your interview. Use a mirror to help practice your body language.



Tips for all types of interviews

- Smile and be enthusiastic
- Wear the right clothes
- Be on time
- Remember your research
- Read what you've told the employer (CV, application form)
- Use the CAR technique (Context, Action, Result)
- Be positive and polite
- Be aware of your tone of voice
- Don't lie
- Advertise your strengths (if you don't sell yourself, no one else will)
- Use the interviewer's name
- Rehearse answers – practice makes perfect!
- Relax, take your time – it's OK to pause for thought
- Avoid one word answers
- Be confident, not arrogant
- Ask questions based on what the interviewer has said and ask your prepared questions
- Avoid slang and swear words
- Sit upright or stand; this will affect your tone
- Thank the interviewer for giving you an interview

Tips for face-to-face interviews

- Be aware of your body language
- Remember that the interview starts from the moment you walk into the building

REMEMBER:

Turn your phone off.



Tips for telephone interviews

- Smile; the interviewer will be able to tell by your voice
- Make sure you are in a quiet place
- Pick up the phone on time
- Answer the phone with your name and a greeting
- Remember to have your pre-prepared answers in front of you



SUMMARY

This module has covered the following topics:

- Responding to interview invitations
- Preparing for the interview
- What to do on the day of your interview

REMEMBER:

Stay calm and professional and your research will pay off.



WORKING IN TEAMS

Teamwork is working with others to achieve the same goal or outcome. A netball team works together to win a game – each player has a different position and on their own couldn't win

the game. The idea is that working together with different people who have different strengths helps to achieve more. Other examples of teams are families and friendship groups.



AIMS AND OBJECTIVES

This module will help you to understand:

- the importance of teamwork
- why your employer thinks teamwork skills are useful
- **personality types** and how people work in teams
- the skills needed for a team to be successful
- how to deal with difficult people

Why is teamwork important for you and your employer?

At work you will be part of a wider team with the people on your shift, other co-workers, your boss or the wider company. The boss can't do everything so they have to hire people to help get the work done. When the boss hires someone new for their team, they are looking for people that can get on well with others, both one-to-one and in a group. They will also want to make sure you get on with their current team.

REMEMBER:



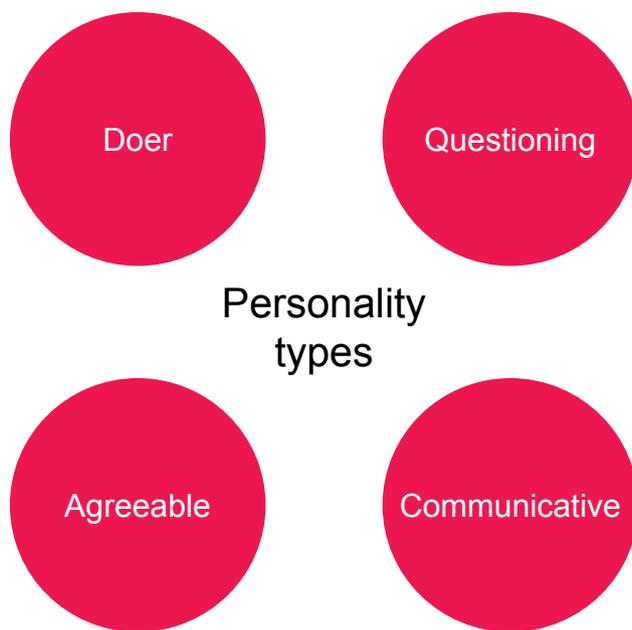
We can't all be good at everything. Think about what skills you might use to help a team in your industry.



How teams work

Just like sports teams have players that are better in certain positions, teams at work will have people who are better at some things than others. It is the differences between people that build better teams and achieve more.

We all take different roles according to what we are best at: sometimes we are good with people; sometimes we are good at just getting things done.



Sometimes people have a combination of these personality types but may have one that describes them better. It is good to understand what personality type someone is as you can then work out how to communicate and get on with them in a team.

People usually fit into four personality types; **doer**, **questioning**, **agreeable** and **communicative**. Look at the diagram below to see which personality type most closely matches your personality.

If you are a **doer**, you make decisions, are enthusiastic and prefer to be in control. You like quick action and speak confidently.

If you are a **questioning** personality type you like lots of detailed facts and like to look through all the information before coming to a decision.

If you have a **communicative** personality you are enthusiastic, confident and can be persuasive if you want to be. You generally prefer talking about things face-to-face.

If you have an **agreeable** personality type you are a people person. You are sensitive to other people's feelings and are patient.

What makes a good team?

The skills below are the ones that a team needs to achieve its goals.

Goal/target focussed

- A good team is clear about what result they are working towards, when they need to achieve that result, and what each team member needs to do to achieve the result

Respectful

- Respecting others and accepting people with different views and backgrounds is very important in keeping a happy team
- Everyone should feel valued and part of the team
- Part of respect is cooperation and getting along with each other; you don't have to like everyone you work with but getting along with them will make a better team

Trusting

- You have to be able to trust the other people in your team to do what they say they will
- You have to show that you are trustworthy and reliable
- Trust is built on honesty and being honest with your team is important to ensure that they keep their trust in you

Committed

- Committing to your team means that you will work hard for the team's goals and this will sometimes mean that you have to put some personal ambitions to one side
- Committing to the team will mean that you might have to be flexible
- You might have to do somebody else's work if they are ill
- You might have to cancel plans to get the job done

Communicative

- Open, two-way communication is helpful in making a team stronger and work better together. Review the [Communication module](#) at the beginning of the workbook for more information

REMEMBER:



Sometimes you will have to do jobs that you don't want to do for the team. This is a great way to show that you are a team player and will put the team's needs first.

It is also important to manage your feelings because things that happen outside of work can affect how you feel and behave at work. Managing your feelings means that you:

- understand how your feelings can affect your behaviour (sometimes our reactions can make a situation worse, especially if we get angry or upset)
- deal with difficult situations in your daily life
- don't let day-to-day problems affect all areas of your life

ACTIVITY 16: BEING A GOOD TEAM PLAYER

What skills do you have that help you to be a good team player?

Think about the skills that you have just read about and describe how you have shown these skills in the past:



- Are you good at getting people involved and making them feel part of a group?
- Are you the organiser of your friendship group?

A series of horizontal dotted lines for writing.

REMEMBER:

Examples don't just have to come from work.



DIFFICULT PEOPLE

Why do I have to work with people I don't like?

We get along with some people better than others. In our social lives we can choose who we spend time with, but at work sometimes we have to work with people that we wouldn't choose to spend time with outside of work.

Personal vs. professional

The way we would deal with difficult people in work and outside of work will be very different. Outside of work we may shout, move away from the situation to avoid it or complain to our friends.

At work you can't do these things as you need to work with these people so the goal can be achieved.

REMEMBER:

There may be personal or professional reasons why a colleague may be being difficult, so don't immediately think that they are being difficult just to make your day harder – this usually isn't the case.



Tips and techniques

There are lots of different ways to deal with a difficult person at work, and each option will have an impact on your working relationships with that person and others. So choose how you want to act very carefully. Here are some different ways of dealing with people at work.

- ➔ Stay quiet – they aren't usually difficult to work with
 - The person may be acting out of character or you might think that actually it isn't causing you too much of a problem so there is no point in making a fuss about it
- ➔ **Informal** or casual conversation with the difficult person
 - You may know the person well enough to have a small conversation away from the working environment
 - You might find that the other person actually thinks that you are the problem and that talking things through can really make a difference to both of you
- ➔ Ask a colleague if they have had the same problem with that person
 - You might not know the person well enough to have a conversation with them
 - It can be good to find out if it is only you that is finding this person difficult to work with or if there is a wider problem – it may make you feel a bit better about the situation
 - Be careful not to turn this into a gossip session

→ Formal word with your boss

- If you have tried the options above and perhaps they haven't helped or they have made the situation worse you can go to your manager and share your concerns with them

REMEMBER:

If you do choose this option your boss may have no choice but to report the incident and it may become more serious than you had thought it needed to be



→ Official complaint

- This is the most serious route to take and will mean that there might be an investigation into the problem which may become public knowledge in the company
- Your company will have an official complaints procedure and you should follow this route
- Think carefully about this option – you may not always get the outcome that you hoped for or that you think is fair

TIP:

Before you take action, think about how you would like to be treated if the situation were reversed



SUMMARY

In this module we have covered:

- the importance of working in teams
- the importance of realising that everyone has different skills to help the team achieve its goals
- how to deal with difficult people at work and the consequences of taking different options
- the importance of understanding why people may be being difficult – you can't always know what is going on behind the scenes in their life

SOLVING PROBLEMS

You will come across many 'problems' or difficult decisions to make while you are at work. The difference between personal and professional decisions is that you may be asked to **justify** or give reasons as to why you made a certain choice in a particular situation.

For example, you may be asked to explain why you want to change a supplier of bricks if you work on a building site or change the layout and product locations in a shop. It is a good idea to have all of the information and structure your problems in order to show why you took a particular decision.



AIMS AND OBJECTIVES

This module will give you an easy way of structuring your problems that will:

- provide a simple problem-solving structure that you can apply to different situations
- provide a **rational** structure for you to show how you made your decision if asked why



Structure the problem

When you are faced with a new and difficult problem to solve and you don't know where to start, a good structure can help you to think about it **logically**. Use the diagram below to help you.

1. Visualise the result

→ What needs to be done and by when?

2. Break it down

→ By breaking the problem down into smaller, more manageable chunks you are thinking about the different parts of the issue and they will be easier to solve on their own

→ Once you know what the end goal or result looks like you will be able to work out what has to be done to get there

3. Turn the chunks into actions

→ In order to solve a problem, certain things will have to be done/thought about; by turning the problem in to a step-by-step list of actions you will be planning to resolve it

→ If it is a large issue with lots of actions you may have to give these actions to different people

3. TURN THE CHUNKS INTO ACTIONS

→ For each chunk work out what you have to do to complete it

→ Add together all of the chunks and you will have the information to solve your problem

2. BREAK IT DOWN

→ Break the problem down into smaller chunks

1. VISUALISE THE RESULT

→ What is the end result?

→ What does it look like?



REMEMBER:

Ask people for their ideas on how a problem could be solved.



Information

Once you have broken the problem down into actions, the next step is to work out what information you will need to support each of the actions.

- What information is needed?
- Who has that information?
- How will you get it?
- How long will it take to get?

By answering these questions you will begin to get a better understanding of how long the problem may take to solve. You should then check that your timelines are realistic.

Once you have worked this out, you can then decide if you can solve the problem yourself or if you need to ask others for help.

When you are asking others for help you have to be clear about what they have to do and by when and also make sure that they are happy with what they are doing.

Once you have done that you can write a plan – see the [Planning and Organising module](#) for more information on this.

REMEMBER:

A 'thank you' can go a long way.



SUMMARY

This module has given you a simple structure to help you to break down a problem at work. Visualise the end result and work backwards following the steps in this module.

REMEMBER:

Sometimes you won't have time to go through and write all of this down but the structure can be applied even when you are making quick decisions.



MOTIVATING YOURSELF

Motivation is your personal reason for doing something and in the workplace is very important to help you to perform to your very best all of the time.

Motivation is usually linked to how something makes you feel; if you are enjoying, learning or progressing you will generally be motivated by it. Sometimes we have to do things that we don't want to do in the short term like making cups of tea for **colleagues**; it is those times that you have to think of your long term goals and motivations.

Employers will often say that they are looking for self-motivated workers – this means workers that don't have to be constantly asked to do something.

This is a great skill to show in an interview.

Why is it important?

It is important to understand what motivates or drives you. Is it pride, independence, money, or having a job so you can support yourself?

Working out what drives you and what you enjoy will have a big impact on:

- what type of job you apply for
- whether you get the job
- whether you do well at the job



AIMS AND OBJECTIVES

This module will help you to understand:

- how you can motivate yourself
- how to think about what motivates you
- independence and how you can be more trustworthy
- hard work and the importance of long term goals



How can you motivate yourself?

- Think about the positives – making the tea will help you get to know people in the company
 - Think about your end goal – how does what you're doing now help you get to where you want to go?
 - Set targets – set a long-term goal and some smaller short-term goals that will help you get there and reward yourself for doing each one
 - Look back at what you have achieved and how far you have come
 - Think about what working allows you to do (e.g. afford a holiday or new clothes)
 - Use a to-do list where you can tick tasks off as you do them
 - Take on new responsibilities (if you think you can do more at work, then speak to your boss and find out if there are other responsibilities you can pick up)
-

Independence

Independence is being able to look after yourself financially, emotionally and physically and not relying on support from others.

Independence in the work place is slightly different. As you learn how to do your job, you will become more independent and will be expected to do your job with less supervision from your boss.

Independence doesn't mean you have to have all the answers. If you are not sure then ask; it is better to make sure that you are doing something right than to just go ahead and do it and get it wrong. This also shows that you are willing to learn.

What does independence look like?

You can show independence in many ways in the work place.

- Arrive on time and dress smartly
- Complete your responsibilities on time or before you were expected to finish
- Plan ahead and show your boss that you have thought about what needs to be done
- Offer to help colleagues when you have the time
- Do jobs as well as you can no matter what they are
- Always know what you are doing and what you are going to do next

ACTIVITY 17: WORKING INDEPENDENTLY

Think about a time that you weren't told to do something but just did it (e.g. in a previous job where you knew something had to be done and you just got on with it or when a relative needed something and you went out and got it for them without being asked).



When you write this out – think about using the CAR technique from the [Interviewing for Jobs module](#).

Context:

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Action:

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Result:

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REMEMBER:

Finding out what motivates you and what you enjoy will have a big impact on what jobs you apply for. Think about what you enjoy doing and what gets you out of bed in the morning.



Trust

Trust or being trustworthy in the workplace means if someone asks you to do something they know that they can rely on you to get it done and do it as well as you can. Trust can only be built up over a long period of time. It is not gained instantly, and it is easy to lose. You have to keep up the effort otherwise all of your hard work may be lost.

How can you show your boss that you are trustworthy?

- Ask for help or more information when you need it
 - Do something the first time that you are asked
 - Make an effort to do what you say you will, so that other people can rely on you. For example:
 - Finish your work by the agreed deadline
 - Attend meetings as planned and let people know if you can't attend
 - Do things to the best of your ability no matter what they are
 - This is about getting the small things right – then you will show that you are ready to take on bigger challenges
 - Get to work on time
 - Offer to help others when there is a problem
 - Stay five minutes later to get something done
-

Hard work – nobody said it would be easy!

What is hard work?

Hard work is different for everyone, but it does have a few things in common and may include:

- doing everything that is expected of you on or before time
- going further than what is expected of you (e.g. staying 20 minutes later to get something finished)
- trying to solve problems yourself first before you ask someone for help
- offering to help others when you have some spare time
- things you or others don't want to do
- things that are difficult for you
- physical work
- things you have to spend a lot of time on to get right
- repetitive work that has to be perfect each time (it may be a simple task but they can be the hardest to get right again and again)



SUMMARY

This module has explained the importance of motivation in the workplace and has given you some tips to help you motivate yourself on those dark winter mornings!

Motivation, independence, trust and hard work are necessary for you to achieve what you want.

PLANNING AND ORGANISING

We all plan and organise our lives every day (e.g. we pick a time and place to meet up with friends, we plan to buy some milk during the day if we run out at breakfast, and plan to sign up to a Prince's Trust programme to help us find a job).

Planning is 'pre-thinking'. You decide **what** you have to do and then you **organise** your time to figure out **how** to achieve those tasks.

Why is it important?

In a job, you will be asked to do lots of different things each day. They will all take different amounts of time to complete and they will all have different deadlines.

- How do you keep up and remember what you have to do?
- How do you know what order to do everything in?
- Do you have enough time to get everything done?

All of these questions can be answered with a good plan.



AIMS AND OBJECTIVES

This module will help you understand:

- when to use planning in the work place
- how planning will help you
- how to plan well
- how to set targets and goals
- how to prioritise your goals
- how to manage your time

If you want specific help with planning for your job search have a look at the [Looking for Jobs module](#).

REMEMBER:

There are some times that you will find work has to be done by a certain time and you may have to cancel social plans to get it done. That is part of managing your time when you have a job.



Targets and goals

Targets and goals are the outcomes you want to achieve. What is the end results you are looking for? You can use the structure from the [Solving Problems module](#).

1. Target/goal

→ The first step to building a good plan is to work out your targets and goals. Targets help you focus your mind and give you something to plan towards. If you don't measure your progress it will be hard to figure out how close you are to achieving your goals

When you set your targets make sure that you will be able to achieve them. It's no good having goals if you are never going to achieve them

2. Task

→ It can help to break down your goal into smaller tasks. For example, if you wanted to complete a Prince's Trust programme, you can break this down into smaller tasks

3. Actions

→ Decide what steps are necessary to complete each task on your list. This will tell you what you actually need to do to reach your target

3. ACTIONS

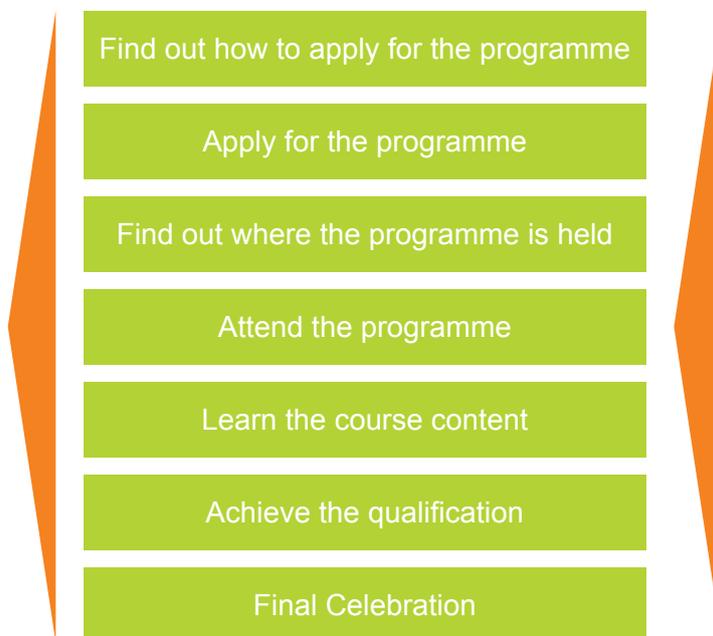
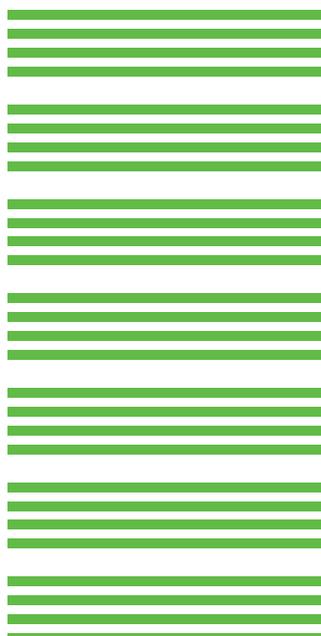
- What are you going to do?
- What are the steps to completing each task?

2. TASK LIST

- What do you have to do to achieve your target?

1. TARGET/GOAL

- What do you want to achieve?



Completing a Prince's Trust programme

REMEMBER:

You may have lots of different targets or goals that need their own individual plans.



Planning at work

When you find a job, you will be expected to do lots of different things each day and it can be difficult to know what to do and when to do it. The structure below can be used in your personal life, at work, or as a combination of both. The idea is simple:

- What do you need to do?
- How long will it take?
- When do you need to do it by?
- How are you going to do it?

ACTIVITY 18: MAKING A PLAN

You can use the worksheet below to help you plan, organise, prioritise and manage your time. You can photocopy it and take it to work with you.

Start by making a list of all your tasks. Give each a short description and make a note of when the task must be completed by.



#	Name	Description	Completed by?	Priority (H,M,L)	Current status	Notes
The number of the task	Name of your task	Short description of what the task is	Date/time the task must be completed by	How important is the task? H = High M = Medium L = Low Only you can decide this and if you are struggling just ask your boss	What have you done on this task? Have you completed it?	Any notes that you need to remember (who do you need to tell once you have completed the activity?)

TIP:

You might be told to do lots of things at once by your boss so it is always a good idea to have a pen and notebook to make sure that you don't forget anything.



REMEMBER:

- Set goals that you can achieve; be realistic
- Break tasks down into smaller steps



Prioritise

When you have a lot of things on your to-do list, deciding which is the most important and needs to be done first is called **prioritising**. Some things will affect the priority of a task:

- Time – when do you have to do this by?
- Who has asked you?
- How difficult is the task? will it take a lot of work? will more than one person need to be involved?

You can prioritise your task into high (H), medium (M) and low (L). The high tasks are the most important and will need to be done quickly. Medium tasks are also important, but may not need to be done as quickly as high tasks. Low tasks may not be as important or may have a deadline that is a long time in the future.

Only you will know which task on your list is the most important and how long it will take. If you are struggling to work out what to do first, ask your boss; they will be impressed that you have given it some thought.

#	Name	Description	Completed by?	Priority (H,M,L)	Current status	Notes
The number of the task	Name of your task	Short description of what the task is	Date/time the task must be completed by	<p>How important is the task?</p> <p>H = High M = Medium L = Low</p> <p>Only you can decide this and if you are struggling just ask your boss</p>	What have you done on this task? Have you completed it?	Any notes that you need to remember (who do you need to tell once you have completed the activity?)

Manage your time

Once you have prioritised your tasks you have to manage your time in order to complete them.

How will you spend your time?

- ➔ Don't just work through your list from top to bottom; think about what has to be done for each task and plan what you can get done quickly
- ➔ Put a rough time against each task to help you to plan your day
 - Remember: your list will always be changing – you will be adding and completing tasks all of the time

- As your list changes you can update the current status and notes columns with what you have done and what you have left to do

- ➔ At the end of the day you can check if you achieved your goals
 - If not why not? Were you too ambitious? Were there problems that you didn't think about?

The only way to get better at managing your time is to practice! You will develop a way that works for you over time but this is a good place to start.

#	Name	Description	Completed by?	Priority (H,M,L)	Current status	Notes
The number of the task	Name of your task	Short description of what the task is	Date/time the task must be completed by	How important is the task? H = High M = Medium L = Low Only you can decide this and if you are struggling just ask your boss	What have you done on this task? Have you completed it?	Any notes that you need to remember (who do you need to tell once you have completed the activity?)

REMEMBER:

Planning and organising your workload will let you know what you have to do and by when – this will keep you confident and make you feel under control so that you can concentrate on completing your tasks.



SUMMARY

This module has explained the importance of being organised and a method that you can use to plan and track things on your 'to do' list.

Writing notes when you are learning or being trained on the job is also a good idea.

MANAGING YOURSELF

Self-management is making informed decisions and being aware of how you act and how your actions will affect the way you are seen by others.

Why is it important?

In the workplace it is important to remember that your actions don't only affect you. What you do will have an effect on the way that others work, so you have to be **disciplined**.



AIMS AND OBJECTIVES

This module will discuss:

- performance monitoring and feedback
- why feedback is important
- how to receive feedback
- accepting responsibility in the workplace



Performance monitoring

Your performance at work will be monitored and you will receive feedback on how you are doing. You might receive feedback from different people:

→ Boss/supervisor

- This is the most obvious type of feedback that you will get at work
- You may have a formal or informal meeting with your boss to see what you are doing well and what you could improve on

→ Colleagues

- You may get informal feedback from your colleagues everyday; listen to what they are saying as it can help you improve

→ Customers/clients

- You might receive feedback from your clients or customers – this is often the most important opinion as it shows the effect that your actions are having on the customer

→ Self

- You may know when you can work on something yourself without being told – listen to this 'self-feedback' and act on it

You may think that you are doing really well but others might have a different opinion, and at the end of the day it is what others think that counts.

Receiving feedback – how to take criticism

Part of learning how to manage yourself is learning how to receive feedback – whether it is good or bad. If the feedback is bad, it is an opportunity to understand what you can do to improve.

Receiving feedback can be difficult as it is another person's opinion of you, and none of us like to be told that what we have been doing is wrong!

Below are some things to think about when you are discussing performance:

- give the person a chance to speak
- be open to hearing about your weaknesses as well as your strengths
- try to remain calm
- accept the feedback
- ask questions (e.g. how could I have done that differently?)
- learn from the feedback so that you can do better next time

If you really think that something they have said is unfair then there will be a company process you can follow to make a complaint.

Accepting responsibility

A large part of progressing in the workplace is accepting and taking on more responsibility.

Accepting responsibility is saying that you are going to be in charge of something and ensuring that whatever it is will get done.



SUMMARY

In this module we have explained the importance of feedback, how to receive it and when to accept that you are responsible for getting things done. Feedback can come from your boss, co-workers and even yourself.

REMEMBER:



Everyone makes mistakes – it's always best to let someone know if you have made a mistake before you are found out.

USING FINANCIAL SKILLS

Financial skills can mean a lot of things, but quite simply it is understanding how to manage your money and the money that you may be responsible for at work.

Why are financial skills important?

Managing your money is as important as earning it. Working out what your financial responsibilities are, what they cost you and when you have to pay them will keep you out of debt.

Having the skills in the workplace to manage your company's money, whether that is balancing the till or working out how far a budget will stretch, will be very useful in your career.



AIMS AND OBJECTIVES

This module will give you an overview of some of the skills that will help you to manage your money personally and professionally. It will help you to understand:

- tax and National Insurance (NI)
 - how much you should be paying and what happens to that money
- what a payslip looks like and how to understand it
- how to budget for your life
- credit and where you can find help if you find yourself in debt
- how these skills are useful in a professional environment



Income Tax and National Insurance

The first thing you have to understand when managing your personal finances is your payslip, what it means and how much you are being paid.

Below is a sample payslip explained – all payslips will look different but the information will be the same.

PAY SLIP 'EMPLOYEE'S NAME'									
Name: Jeff Hawkins 26th March 2013									
TAX CODE: NI NUMBER: NI CODE: 1									
Cumulative to date					Prev Employment				
Gross		Gross Taxable			Tax				
3000		3000			600				
NI Contributions		ERS NI 2							
277.64		323.07							
Payments					Deductions				
Payments					Deductions				
Description	Hours	Rate	Amount	Description	Amount				
Basic Pay	148	10	1480	Tax	500				
				Nat Ins	125				
3							4		5
	Total Pay		1480	Total					
				Deductions	625		NET PAY		855

1 Your personal information including tax code and National Insurance number

- ➔ On your payslip you will have:
 - i. your name
 - ii. sometimes a permanent address
- ➔ You will also have your tax code and National Insurance (NI) number
 - i. Your tax code is given to you by the Inland Revenue and depends on how much you earn. The code shows which **tax band** you are in and will determine how much tax you pay
 - ii. Your NI number is like your personal account number in the social security system – it will never change

2 Cumulative or year to date

- ➔ Your payslip will also show a 'year to date' which will show you how much you have earned in the **tax year**
 - i. **Gross** means the amount you have earned before tax and National Insurance and loans are deducted
 - ii. ERS NI is the National Insurance that your employer pays for you
 - iii. The tax year runs from April to March

3 Payments

- ➔ Payments are what you are paid by your employer and this will be 'GROSS' i.e. you will see what you are paid before money has been taken for tax and NI contributions

PAY SLIP 'EMPLOYEE'S NAME'						
Name: Jeff Hawkins 26th March 2013						
TAX CODE: NI NUMBER: NI CODE: 1						
Cumulative to date				Prev Employment		
Gross		Gross Taxable		Tax		
3000		3000		600		
NI Contributions		ERS NI 2				
277.64		323.07				
Payments				Deductions		
Payments				Deductions		
Description	Hours	Rate	Amount	Description	Amount	
Basic Pay	148	10	1480	Tax	500	
				Nat Ins	125	
3						
	Total Pay		1480	Total		4 5
				Deductions	625	NET PAY 855

4 Deductions

➔ This will show you how much is taken for:

- i. tax
- ii. National Insurance
- iii. pension
- iv. loans

5 What's left?

➔ This final figure will be your NET pay (your pay after all of the deductions have been taken) and this will be the amount that will arrive in your bank account

Tax – why am I paying this?

Anyone that works in the UK should pay tax. This goes to the government who uses the money to run the country and provide services such as the National Health Service (NHS), maintain roads, pay benefits etc.

Tax credit

Tax credits are a payment that the government gives you to add to your income if it's low. Visit HM Revenue and Customs for more information on the kinds of help you might be entitled to:

hmrc.gov.uk

National Insurance – why am I paying this?

You pay National Insurance so that you can get the state pension when you retire. The state pension will give you an amount of money each month to help you afford to live.

Pensions

A pension is a savings plan that you can pay in to (as an extra to the state pension) so that you have enough money to live on when you retire. Your company might run a scheme where you can put a certain percentage of your earnings into a pension and sometimes they will add to it too. You might want to ask when you start work.

BUDGETING

Budgeting is a very important financial skill to have in your personal and your professional life.

Personal

In your personal life, budgeting is working out:

1. **incomings:** how much money you have coming into your account?
2. **outgoings:** what bills do you have to pay? Think about all of the things you **regularly** spend money on. Use the list below and add others if needed
3. **savings:** do you want to put some money away if you can afford to?
4. **disposable income:** what money is left for you to spend after your incomings, outgoings and savings?

TIP:

You may get paid monthly or fortnightly so you will need to plan ahead to make this last.



ACTIVITY 19: PERSONAL BUDGET

Below is a useful template that you can use to calculate your own personal financial budget. Some of the outgoing may not be relevant to you, so you can ignore those. If you have other incomings or outgoings add them to the template below.



Personal budget		Amount per month
Incomings	Income	
	Benefits (e.g. help with childcare, housing, etc.)	
Outgoings	Rent	
	Food	
	Insurance	
	Gas/electric/water	
	Phone	
	Council Tax	
	Service charge	
	Travel/car/insurance/road tax	
	Childcare	
	Internet/TV/TV license	
	Loans/credit cards	
	Savings	
	Total outgoings	
Money to spend	This is your income minus your total outgoings	

Professional

In the professional world you may at some point be asked to manage a budget which might include:

- working out the best way to use a set amount of money over a period of time
- making decisions based on how large or small your budget is
- changing your plans if you start to run low on money

All of these skills can be developed by managing your own money well – that is why it is a good idea to develop these skills as you will use them throughout your life.

Credit

When you start to earn your own money you may be offered credit cards and loans.

Credit is when someone lends you money and you pay that money back with interest over a certain period of time. This means you are paying back more than you borrow.

Therefore make sure that you think about all of your options and whether you can afford to pay back the interest before borrowing money.

If you need to talk to someone, the Citizen's Advice Bureau will help you if you get into trouble or just need some questions answered:

citizensadvice.org.uk



SUMMARY

This module has given you a quick introduction to the financial skills that will help you to manage your incoming and outgoing budgets. It has also:

- explained Income Tax and National Insurance and where your money is going
- explained how to read a payslip
- explained budgeting and given you a template to use
- given a brief introduction to credit and where to go if you get into debt or need financial advice

DEVELOPING YOUR CAREER

This module will give you an idea about what to expect once you are in work and give you some tips to help you move up in the company and take on more responsibilities.

REMEMBER:

The way to progress is to listen and learn.



AIMS AND OBJECTIVES

This module will help you to understand:

- getting a job is the first step
- how to progress in your job
- how to manage your own career

Training

You will be given training when you start your job – this may be in the classroom, on-the-job or through comments from colleagues. Training doesn't always have to be at work. There are many ways to develop your skills outside of work:

- First aid courses
- Volunteer work

All of these types of training will help you in your work life as well as your home life; the more you do the more you will have to talk about in interviews and the more attractive you will look to an employer.

REMEMBER:

Training is the time to ask questions, especially if you don't understand something.



TIP:

You might like to write the main points or ways to do things in a notebook, to refer to if you have a question later on.



Mentors

A mentor is someone you look up to or might want to be like one day. You may not want to be exactly like them but you might want to have some of their skills or have a life like them. They are usually people that you know and can talk to and might be able to give you some sort of advice about how to reach where you want to go.

A workplace mentor is usually someone more senior to you that you may be matched with by the company or just someone that you get on well with. The reason that they are important is that you can ask them questions about how to improve and advance in a more informal way. They will know what you are going through and will help you to make decisions.

REMEMBER:



You may not find a mentor straight away if you are not given one, but they could be anyone and they don't have to be your boss.

Managing your career

It's your career and you can achieve as much as you want if you are willing to put the work in. Managing your career means making decisions that will be good for you in the long term. Here are some tips for managing your career:

- If you make a good first impression it is much easier than trying to change a bad one
- You never know who knows who so it is best to try and get on with everyone

- Keep your eyes open for opportunities from the beginning; the workplace is competitive and you want to take all the chances that are given to you
- Listen, learn and be interested
- Be enthusiastic

Your mentor or boss will be able to give you more specific advice as you move through the company.



SUMMARY

This module has shown that training is not just given in classrooms and it can be in or out of work – it all counts. It has discussed how mentors at work can help you to pick your way through difficult choices and given you tips to manage your career.

REMEMBER:



It's your career; you take it where you want to.

GLOSSARY

Achievement: Something which you have done successfully; completing an action or responsibility with the intended outcome

Active listening: Hearing, understanding and responding to the person you are communicating with

Agreeable: One of the four personality types. If you have an agreeable personality type you are a people person. You are sensitive to other people's feelings and are patient

Applicant: A person applying for a job

Application forms: A form used by applicants, provided by companies to apply to specific roles

Buzzword: A word used to strengthen the point that you are making

CAR technique: A technique that can be used to structure your answers to questions in interviews

Colleagues: Co-workers, people that you work with

Communication: Transferring information between people

Communicative: One of the four personality types. If you have a communicative personality you are enthusiastic, confident and can be persuasive if you want to be. You generally prefer talking about things face-to-face

Competency questions: Questions that are trying to understand how you have displayed certain skills in the past

Cover letter: A letter usually sent with a CV used to explain further skills and motivations for applying to jobs

CV: Curriculum Vitae, a document that shows your skills and is used to apply for jobs

Disciplined: Exercising self-control and putting work commitments in front of social plans when necessary

Diversity policy: A policy that companies may have that aims to employ people from different genders, sexual orientations and ethnic backgrounds

Doer: One of the four personality types. Doers make decisions, are enthusiastic and prefer to be in control. They like quick action and speak confidently

Drive: Personal motivation for doing something, your 'get up and go'

Effectively: If you do something effectively it means that what you have done has accomplished the goal that you aimed for

Formal: A situation where polite and respectful conduct and behaviour is expected

Format: The format of a document refers to its structure, the way it looks and the way that it is presented

Hard work: Different for everyone but may include something that you find hard or repetitive, requires long hours or is physically draining

Impression: An impression is the image of you that someone else has, what they think of you

Independence: Being able to support yourself, for example financially, and not relying on others for anything

Informal: A situation that is more casual than formal but may still need polite and respectful behaviour

Interpersonal skills: skills that help you to get along with people in different situations. Being able to know what people's boundaries are and working with them in the best way possible to achieve goals

Justify: To give a reason for doing something

Logically: Explaining something in a clear, step-by-step way, giving reasons

Motivation: A personal reason for doing or wanting to do something

Non-verbal communication: Communicating without words (i.e. what you are wearing, and how you act)

Personality type: Everyone has a different personality but in team environments they can be broken down into four main types – doer, communicative, questioning and agreeable

Posture: How you stand or sit

Prioritising: Completing tasks in order of importance and urgency

Professional: A respectful and competent way of acting

Professional language: A respectful and competent way of writing/speaking

Professional relationships: Relationships that you have in the work environment with everyone that you work with

Questioning: One of the four personality types. If you are a questioning personality type you like lots of detailed facts and like to look through all the information before coming to a decision

Rational: Reasonable, something that makes sense and can be backed up with a strong argument

Relevant: Something that is linked to a topic that you are discussing. Relevant skills are skills that are suited for a job that you are applying for

Reputation: Your reputation is what others think of you based on what they have heard and experienced of your behaviour

Respectfully: Acting in such a way that no one is offended by your actions, treating people and what they do with respect

Responsibility: Something which you are in charge of doing

Spoken communication: a combination of what you say and how you said it

Structure: A way of making sense of a difficult problem or situation. Something that helps you to think logically and rationally about a problem

Tailor: To change something so that it is relevant for the situation (i.e. you tailor your CV for role you are applying for)

Tax band: There are various tax bands that determine how much tax you pay depending on your salary

Tax year: The tax year is different to the calendar year and runs from April to April

Techniques: Ways of doing tasks that will help you to do them more quickly and skillfully

Terms and conditions: The rules by which you have to work for example being in work from nine to five may be a condition of your employment

Tone: The way that you speak. The 'ups and downs' and expression of your voice

Transferable skills: Skills that can be applied to many different jobs

Trust: A quality that show people that you will do something when you say you will

Verbal communication: Talking with another person whether that be over the phone or face-to-face

Written communication: Using written words to communicate with other people

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NOTES:



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