

Family Life Restoration Center, Inc.  
Educating and Restoring Families



Whole Families, Whole Community

# WORKFORCE DEVELOPMENT

REBUILDING OUR COMMUNITY

Soft Skills Training: Success in  
the 21<sup>st</sup> Century Work Place



# Introduction of the Trainers

Les Brian Hicks, Author, Mentor, Inspiring Motivational Speaker, Safety Consultant/Trainer plus leadership skills are major assets to all participants. He has a Master of Science Degree in Occupational Safety and Industrial Management, and Bachelor of Arts Degree in Health Education from Marshall University. He also has an Associate Arts Degree in Liberal Arts plus various supplemental courses and seminars.

He retired after an accomplished 32-year tenure at Lockheed Martin Aeronautics Company a senior staff safety engineer with many honors. He earned twenty-one awards from the State of Georgia for his pollution prevention and community service efforts during an eight-year period including a recent proclamation from the City of Powder Springs, Georgia.

Della Hicks, has a background in education and speech pathology. Her high energy and knowledge of curriculums plus enthusiasm will prove infectious throughout the organization. She has a Bachelor of Science Degree in Speech and Hearing from Marshall University and numerous supplemental courses in her field.

She enjoyed a 32-year career in the speech and language discipline. During her tenure she received Teacher of the Year nominations and was lauded for her dedication and outstanding work ethic and volunteerism at Wellstar Hospice Department and Family Life Restoration Center.

# MISSION

The Family Life Restoration Center exists to support all clients work their way through a lifestyle that can be sustained after the temporary assistance by utilizing our low to moderate Workforce Development to rebuild our community.



# PURPOSE

Provide training that will enable people including the unemployed and underemployed to disengage themselves from dependence on public support thereby becoming self-sufficient contributors to the workforce.

# GOAL

Place successful training course participants of Family Life Restoration Center into employment opportunities with local employers.

# Number of Jobs Available- State of GA

**Georgia** had 313,000 job openings in December 2023, compared to 302,000 openings in November, the U.S. Bureau of Labor Statistics reported today.

Georgia Job Openings and Labor Turnover - U.S. Bureau of Labor S...

★ [www.bls.gov/regions/southeast/news-release/2024/jobopeningslaborturnover\\_...](http://www.bls.gov/regions/southeast/news-release/2024/jobopeningslaborturnover_...)



# Online Job Platforms

## Online job platforms

Generated using AI

<b>LinkedIn</b> Networking powerhouse	<b>Craigslist</b> Online classifieds	<b>Glassdoor</b> Salary and reviews	<b>SimplyHired</b> Slick interface	<b>USAjobs.gov</b> Federal jobs portal
<b>ZipRecruiter</b> Job board network	<b>Robert Half</b> Staffing agency	<b>Google for Jobs</b> AI-powered search	<b>CareerBuilder</b> Career tests and tools	
<b>Snagajob</b> Hourly work specialist	<b>Indeed</b> Most popular site	<b>Monster</b> Large job selection	<b>Job.com</b> Blockchain-based site	



# MINDSET

Jobseekers preparing for an interview can benefit from a growth mindset which focuses on learning and improving instead of dwelling on mistakes. Consider these tips:

- ▶ Don't compare yourself to others. Remind yourself that you are qualified and capable of doing the job.
- ▶ Exercise and believe in yourself.
- ▶ Give yourself a pep talk.

# ATTITUDE PREPAREDNESS

10

Consider these tips while preparing for an interview:

- ▶ Review interview notes.
- ▶ Try to get a good night's sleep.
- ▶ Eat a healthy breakfast and drink water.
- ▶ Try to meet some of the employees at the job site.
- ▶ Engage in a brief conversation, if you like the employees.

# Self Discipline Tips

11

## SELF DISCIPLINE

- 1 DRESS THE PART NO MATTER WHAT
- 2 FOLLOW THROUGH ON YOUR PROMISES
- 3 SAVE WHILE THEY SPEND
- 4 TAKE TIME TO REST
- 5 NEVER GIVE UP
- 6 FUEL YOUR BODY WITH WHAT IT NEEDS.
- 7 LEARN WHILE OTHERS PARTY
- 8 BE THE INFLUENCE TO OTHERS.
- 9 STAY POSITIVE, DON'T FOCUS ON THE NEGATIVE
- 10 INVEST IN YOURSELF WITH NEW WAYS TO IMPROVE



# The What & Why Slide- We want to hear from you!!!

- ▶ Why are you here?
- ▶ What do you want to learn?
- ▶ What do you want to gain?
- ▶ What are some of your top three goals in your life?



# The What & Why Slide- We want to hear from you!!!

- ▶ Why is your future important?
- ▶ What do you like to do?
- ▶ What is important to you to get done and/or accomplish?
- ▶ What current skill set are you qualified for and/or good at?
- ▶ What skills, learning and or profession would you like to learn or improve on?

# WHAT IS THE PROGRAM

The Soft Skills Program is a curriculum designed to provide learners with a competitive advantage to gain entry to the workforce, increase their ability to retain employment and position them for promotion and leadership. Soft Skills are the performance expectations required of people in search of a job, maintain a job, being promoted and/or being promoted to a position of leadership in the workplace. Soft Skills are not formal or technical knowledge. It's all about working effectively with others in the workplace.

*"...He who knows other men is intelligent, while he who knows himself is truly wise..." LAO-TZU*

# CAREER READINESS

- ▶ Problem solving
- ▶ Teamwork
- ▶ Work ethic

## HOW TO SOUND MORE CONFIDENT AT WORK

**SITUATION #1**  
SOMEONE TAKES CREDIT FOR YOUR IDEA



THAT WAS MY IDEA.



THANKS FOR HIGHLIGHTING MY POINT!

**SITUATION #2**  
YOU KNOW THE RIGHT COURSE OF ACTION



I MAY BE WRONG BUT...



HERE'S OUR PLAN.

**SITUATION #3**  
YOU WANT TO CLARIFY YOUR POINT



DOES THAT MAKE SENSE?



WHAT ARE YOUR THOUGHTS?

**SITUATION #4**  
SOMEONE PRESENTS AN ALTERNATIVE VIEWPOINT



THAT'S DUMB.



I'VE NEVER THOUGHT ABOUT IT THAT WAY BEFORE.

**SITUATION #5**  
YOU DON'T KNOW THE ANSWER TO A QUESTION



I DON'T KNOW.



LET ME GET BACK TO YOU AND CONFIRM THAT BY ...

**SITUATION #6**  
YOU'RE CONFUSED BY WHAT SOMEONE IS SAYING



I DON'T UNDERSTAND.



CAN YOU PLEASE CLARIFY WHAT YOU MEAN?

**SITUATION #7**  
SOMEONE HAS A DIFFERENT OPINION TO YOU



YOU'RE WRONG.



FROM MY PERSPECTIVE, ...

**SITUATION #8**  
YOU HAVE TO GIVE YOUR OPINION



I FEEL THAT WE SHOULD MAYBE...



I RECOMMEND THAT WE...

**SITUATION #9**  
PEOPLE ARE GOING OFF TOPIC / ARGUING



THIS ISN'T THE POINT OF THE MEETING.



LET'S DISCUSS THIS OUTSIDE THIS MEETING.



# Problem Solving Tips



# Teamwork Tips



# Work Ethic Tips

## Most Important Work Ethic Skills

1. Commitment & determination Popular
2. Cooperation & teamwork Popular
3. Productivity Popular
4. Accountability & responsibility Popular
5. Honesty & integrity Popular
6. Attitude
7. Attendance
8. Communication
9. Organization Skills
10. Professionalism/Standards
11. Initiative
12. Respect for Colleagues
13. Discipline
14. Punctuality
15. Flexibility
16. Desire to Learn
17. Regard for Safety
18. Consistency
19. Observing Workplace Regulations
20. Mentorship



# A RESUME IS ...

- ▶ Expected from you by many employers.
- ▶ A quick way to make an impression, --- either good or bad.
- ▶ A way to answer, “Why should I hire you?” by providing related skills, accomplishments and experiences
- ▶ More likely to get you screened out than in --- especially. When used in a traditional way.



# A RESUME IS NOT

- ▶ The best tool for getting interviews
- ▶ Going to get you a job offer

# TYPES OF RESUMES

## 1. CHRONOLOGICAL

(List experience beginning with most recent)

### Pros:

- ▶ Good for those with a strong work history
- ▶ Employers prefer it.

### Cons:

- ▶ Displays problems like job -hopping and gaps
- ▶ Not good for career- changers and those with little work experience.

# TYPES OF RESUMES

## 2. Skills or Functional

(Experiences listed under key skills)

**Pros:**

- ▶ Highlight strengths and hides weaknesses
- ▶ Can show present life experiences
- ▶ Good for those with limited work experience

**Cons:**

Some employers do not like this type

# TYPES OF RESUMES

- ▶ Can “backfire” poorly done

## 3. Combination

- ▶ Combines elements of both resume types.



# RESUME WRITING TIPS

- ▶ Write it yourself
- ▶ Make it error- free
- ▶ Make it look good
- ▶ Be brief and be relevant
- ▶ Be honest.
- ▶ Be positive.
- ▶ Be specific
- ▶ Use action words and short sentences.
- ▶ Avoid anything negative.
- ▶ Edit and edit again

# ACTION VERBS

- ▶ Analyzed
- ▶ Assembled
- ▶ Budgeted
- ▶ Calculated
- ▶ Coordinated
- ▶ Organized
- ▶ Planned
- ▶ Prepared
- ▶ Purchased
- ▶ Recorded
- ▶ Repaired
- ▶ Remodeled
- ▶ Reorganized
- ▶ Reported
- ▶ Scheduled
- ▶ Solved
- ▶ Reviewed
- ▶ Reinvented
- ▶ Resolved
- ▶ Standardized
- ▶ Studied
- ▶ Surveyed
- ▶ Summarized
- ▶ Upgraded

## Action Words for Resume Building

Use any of the following action words to add impact and energy to your resume.

Accomplished	Delivered	Instructed
Achieved	Designated	Integrated
Adjusted	Designed	Interpreted
Administered	Detected	Invented
Advised	Determined	Justified
Analyzed	Edited	Lectured
Approved	Eliminated	Maintained
Arranged	Enlarged	Managed
Built	Established	Modified
Calculated	Evaluated	Motivated
Charted	Examined	Negotiated
Compared	Flagged	Performed
Compiled	Formed	Persuaded
Completed	Formulated	Planned
Consolidated	Founded	Restored
Constructed	Gathered	Reviewed
Created	Generated	Selected

# TIPS FOR PICKING GOOD REFERENCES

Select people who:

1. Get Permission by calling the person
2. Share with your reference person what job you are applying for
3. Find out the best day and time to contact your reference- set a time and date good for them (**people are busy**)
4. Will say good things about you
5. Can be contacted by phone during the day
6. Coach your references in what to say
7. Select responsible people with good job titles.

# Resume Processing

28

Resumes are typically received by employers through email or online application systems. Here's how the process usually works:

1. **Submission:** Job seekers submit their resumes via email or an online application portal.
2. **Applicant Tracking Systems (ATS):** Most medium and large companies use ATS to gather and track all applicants. When someone applies, their resume and application go into a database. Periodically, recruiters or hiring managers search the database using keywords, and relevant applicants appear <sup>1</sup>.
3. **Review:** A recruiter or hiring manager reviews each resume. Due to the volume of applications, they make quick judgments, often in just a few seconds <sup>1</sup>.
4. **Screening Criteria:** Resumes that stand out share certain characteristics:
  - Clear, simple layout with logical sections (e.g., summary or objective at the top).
  - Use of legible fonts.
  - Relevant keywords and phrases that match the job description <sup>2</sup>.
5. **Quantifiable Achievements:** While 75% of recruiters use ATS, it's essential to include quantifiable achievements. These systems scan for specific keywords and phrases, so highlighting accomplishments can make your resume more effective <sup>3</sup>.

Remember, tailoring your resume to the job description and showcasing your value succinctly can significantly impact how employers perceive your application. 🍀



# RESUME- examples

29

## ALEX JOHNSON

### Athletic Trainer

• a.johnson@email.com

• (123) 456-7890

• Tallahassee, FL

• [LinkedIn](#)

### WORK EXPERIENCE

#### Athletic Trainer

Florida State University Athletics

- 2020 - current • Tallahassee, FL
- Contributed to a 27% win rate and three championship victories over the past two seasons through coaching and strategic support
- Implemented STAT Sports-driven tracking methods, resulting in a 33% improvement in tracking and assessing athletes' progress over time
- Administered strength and conditioning programs, which led to a 21% increase in athletes' strength levels and overall fitness
- Initiated injury prevention strategies that resulted in a 28% reduction in the overall injury rate among athletes

#### Personal Trainer

The Breakers Palm Beach

- 2017 - 2020 • Palm Beach, FL
- Supported athletes to achieve a 27% increase in personal bests across various exercises and competitions
- Boosted group class participation by 43% through engaging and innovative workout routines
- Helped clients in achieving an average weight loss of 17% of their initial body weight with the help of MyFitnessPal
- Increased Instagram followers by 49% and average engagement by 28% through valuable fitness tips and workout videos

#### Sports Camp Counselor

IMG Academy

- 2014 - 2017 • Bradenton, FL
- Assessed camper skills and observed a 78% improvement in various sports abilities by the end of the camp
- Facilitated team-building exercises and games that led to an 86% improvement in campers' teamwork and cooperation skills
- Encouraged active participation in camp activities, resulting in a high engagement rate of 98% among campers
- Assisted in ActiveWorks marketing efforts that led to a 19% increase in camp enrollment compared to the previous year

### EDUCATION

Bachelor of Science

Athletic Training

University of Florida

- 2010 - 2014
- Gainesville, FL

### SKILLS

- Epic
- Dartfish
- Trainerize
- Active
- MyFitnessPal
- Polar
- Game Ready
- Coach's Eye

### CERTIFICATIONS

- Certified Athletic Trainer

## STEFANIA CALDERETTA

### Account Executive

• stef@email.com

• (123) 456-7890

• Denver, CO

• [LinkedIn](#)

### WORK EXPERIENCE

#### Account Manager

Foursquare

- 2020 - current • Denver, CO
- Served clients to earn and maintain a 98% satisfaction rate by fostering relationships and partnering with businesses such as Airbnb and Samsung
- Handled complaints and concerns within 1-2 business days by collaborating with internal departments to develop solutions to meet clients' goals
- Analyzed data and reports to recommend add-ons or adjustments of services and products for customers based on goals, budgets, and business requirements
- Worked with the account executive to generate 42% of new leads

#### Call Center Representative

AppleOne

- 2012 - 2020 • Denver, CO
- Answered incoming calls and resolved customer issues within 4 minutes on average
- Documented customers' complaints and questions, and drafted FAQ for colleagues, reducing call waiting time by 3 minutes
- Directed calls to appropriate departments, responded to email and chat inquiries, and collaborated with colleagues to find solutions to complex problems
- Developed knowledge of Microsoft Office and working knowledge of insurance benefits and to provide exceptional customer service

#### Retail Associate

PUMA

- 2009 - 2012 • Denver, CO
- Outsold fellow associates by 6% each month through engagement with customers and demonstration of product knowledge
- Educated customers regarding appropriate footwear and accessories depending on fitness and lifestyle needs
- Welcomed 63+ customers each shift into the store, alerted them to discounts and promotions, and retrieved shoes for fitting
- Designed shoe and accessory displays, changing windows each afternoon and floor displays 2-3 times per week

### CAREER OBJECTIVE

Persuasive and sales-minded team player with a background in customer service and 2 years of experience maintaining positive relationships with clients. Confident in my ability to generate new interest, serving as the initial point of contact for prospective JetBlue leads and converting them into long-term, satisfied clients.

### EDUCATION

High school diploma

Byers High School

- 2008 - 2009
- Denver, CO

### SKILLS

- Diligent
- Analytical
- Problem Solving
- Microsoft Excel
- Collaboration
- People-oriented

# INTRODUCTION TO APPLICATION

- ▶ They reveal your weaknesses
- ▶ Are designed to screen you out
- ▶ Not a good tool for getting interviews
- ▶ Not used in many small businesses

## **Why Bother with Applications?**

- ▶ Important in larger organizations and government
- ▶ Force you to organize your experience
- ▶ Many employers request them

# TIPS FOR COMPLETING THE APPLICATION

- ▶ Follow instructions.
- ▶ Be neat.
- ▶ Emphasize skills and accomplishments.
- ▶ Fill in every blank.
- ▶ Use an erasable black pen.



# AN INTERVIEW IS ...

Any face-to-face contact with anyone who has the authority to hire or supervise a person with your skills. They may or may not have a job opening at the time you interview them.





# INTERVIEW PREPARATION

- ▶ Decide if the company is good enough for you, if so give the employer reasons to hire you.
- ▶ Review the job description and repeat the key words listed in the job description.
- ▶ Have prepared success stories to share with the interviewer.
- ▶ Google the hiring company by going to [glassdoor.com](https://www.glassdoor.com) or go to the company's website's career page and company's news tabs.
- ▶ Create a LinkedIn profile for yourself and research the company to see if you know some of their employees from high school, college, other places of employment, etc.

# INTERVIEW PREPARATION

- ▶ Prepare 4-5 questions to ask the employer
- ▶ Select an interview outfit that fit properly
- ▶ Dress one tier above the person interviewing you. Go by the worksite and see how the employees are dressing for work
- ▶ Make sure that you have good hygiene
- ▶ Do a mock interview with a family member or friend. Ensure that they are willing to tell you the truth

# INTERVIEW PREPARATION

- ▶ Don't wear headphones
- ▶ Arrive 15 minutes prior to your interview. If you are on time, you are late
- ▶ Be engaging with the security guard, receptionist, employees that you came into contact with
- ▶ Send a thank you card, text or email within 24 hours after the interview and not more than 48

# THREE STEPS TO ANSWERING PROBLEM QUESTIONS

## 1. Understand what is really being asked

- ▶ Can I depend on you?
- ▶ Are you easy to get along with?
- ▶ Are you a good worker?
- ▶ Do you have the experience and training to do the job, if hired?

## 2. Answer the question briefly

- ▶ Acknowledge the facts, but...
- ▶ Present them as an advantage, not a disadvantage.



# THREE STEPS TO ANSWERING PROBLEM QUESTIONS

3. Answer the real concern by presenting your related skills.

- ▶ Base your answer on your key skills.
- ▶ Give examples to support your skills statement.
- ▶ Use the Prove It! technique.

# PROVE IT TECHNIQUE

## The Easiest Way to Convince an Employer to Hire You!

1. Present a concrete example --- Select a good "story"
2. Quantify - Include data: #'s, %'s, frequency, volume per week/month/year, etc.
3. Emphasize results ---

What happened as a result?

(Increased profit, decreased turnover, improved productivity, solutions to problems, etc.)

# PROVE IT

## 4. Link it up ---

Tell the employer you can do it in this job too!

# SKILLS EMPLOYERS WANT

## AFTER SPECIFIC JOB SKILLS, EMPLOYERS WANT:

- ▶ Learning to Learn
- ▶ 3 R's: Reading, Writing, Computation
- ▶ Communication: Listening & Oral Communication
- ▶ Creative Thinking/Problem Solving
- ▶ Self-Esteem, Motivation, Goal Setting, Personal & Career Development.



# SKILLS EMPLOYERS WANT

- ▶ Group Effectiveness, Interpersonal Skills, Negotiation, Teamwork
- ▶ Organizational Effectiveness, Leadership

# MOCK INTERVIEW QUESTIONS

- ▶ Tell me about yourself.
- ▶ Why did you leave your last job?
- ▶ Why should we hire you?
- ▶ Can you work under pressure, deadlines?
- ▶ Tell me about the most significant accomplishments in your present or most recent job.
- ▶ What is your primary strengths?
- ▶ What is your primary weakness?

# MOCK INTERVIEW QUESTIONS

- ▶ What would you like to be doing 5 years from now?
- ▶ How do you organize and plan for major projects?
- ▶ Describe a difficult problem you've had to deal with.
- ▶ What would your current/ most recent manager say about you?
- ▶ How many people have you managed in your previous jobs? What is your management style?
- ▶ How long have you been looking for another position?
- ▶ Have you ever been fired? If so, why?

# MOCK INTERVIEW QUESTIONS

- ▶ What is the most difficult situation you have faced at work?
- ▶ What have you done that shows initiative?
- ▶ I see there is a gap on your resume. Can you tell me why and what you were doing during that this time?
- ▶ Do you have any medical conditions that I should know about?
- ▶ Are there any accommodations that you might need in order to meet the requirements of this job?



# EMPLOYER'S EXPECTATIONS

Do you look like the right person?

- ▶ Personal appearance
  - ▶ Know the dress code and right clothing/shoes/etc., for the career/job
- ▶ Paperwork (well done, resume, etc.)
- ▶ Interview behavior
- ▶ Good verbal skills

# EMPLOYER'S EXPECTATIONS

## Can you be counted on?

- ▶ To have good attendance
- ▶ To stay for a reasonable time
- ▶ To be dependable in completing things
- ▶ To adapt quickly and be productive

# EMPLOYER'S EXPECTATIONS

## What can you do?

- ▶ Job -related skills
- ▶ Previous experience
- ▶ Training
- ▶ Education
- ▶ Volunteer work
- ▶ Life experiences
- ▶ Hobbies

# WHY PEOPLE GET FIRED

- ▶ Personality Conflicts
- ▶ Office Politics
- ▶ Poor Performance
- ▶ Weak Attendance
- ▶ Poor Management
- ▶ Dishonesty
- ▶ Couldn't do the work
- ▶ Abuse of alcohol and drugs
- ▶ Worked too slowly
- ▶ Would not follow orders
- ▶ Unreliable
- ▶ Unable to get along with other workers
- ▶ Poor dress or grooming
- ▶ Making too many mistakes
- ▶ Too many accidents



# FLRC WORKFORCE DEVELOPMENT



Family Life Restoration Center, Inc.  
Educating and Restoring Families



Whole Families, Whole Community

## WORKFORCE DEVELOPMENT

REBUILDING OUR COMMUNITY

Soft Skills Training: Success in  
the 21<sup>st</sup> Century Work Place

