

Family Life Restoration Center, Inc.
Educating and Restoring Families



Whole Families, Whole Community

WORKFORCE DEVELOPMENT

REBUILDING OUR COMMUNITY

Soft Skills Training: Success in
the 21st Century Work Place



INTRODUCTION OF THE TRAINERS

Les Brian Hicks, Author, Mentor, Inspiring Motivational Speaker, Safety Consultant/Trainer while acquiring dynamic leadership skills. He has a Master of Science Degree in Occupational Safety and Industrial Management, and Bachelor of Arts Degree in Health Education both from Marshall University. He also has an Associate Arts Degree in Liberal Arts plus various supplemental courses and seminars to enhance his skillsets.

He retired after an accomplished 32-year tenure at Lockheed Martin Aeronautics Company as a senior staff safety engineer where he attained many honors and accolades. He earned twenty-one awards from the State of Georgia for implementing environmental saving pollution prevention programs during an eight-year period that led to a proclamation from the City of Powder Springs, Georgia.

INTRODUCTION OF THE TRAINERS

Della Hicks, has a background in speech pathology and education. Her high energy and knowledge of curriculums will assist class participants towards achieving their objectives. 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 in private and public schools systems. During her tenure, she received multiple Teacher of the Year nominations and was lauded for her dedication and outstanding work ethic. She volunteers her time and resources at WellStar Hospice Department and Family Life Restoration Center.

GOAL

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

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.

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

THE WHAT & WHY SLIDE – WHY 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?**

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.

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
Achieved
Adjusted
Administered
Advised
Analyzed
Approved
Arranged
Built
Calculated
Charted
Compared
Compiled
Completed
Consolidated
Constructed
Created

Delivered
Designated
Designed
Detected
Determined
Edited
Eliminated
Enlarged
Established
Evaluated
Examined
Flagged
Formed
Formulated
Founded
Gathered
Generated

Instructed
Integrated
Interpreted
Invented
Justified
Lectured
Maintained
Managed
Modified
Motivated
Negotiated
Performed
Persuaded
Planned
Restored
Reviewed
Selected

RESUME- examples

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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 STATSports-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

📅 2005 - 2009

📍 Denver, CO

SKILLS

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

Resume Processing

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 ¹.
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 ¹.
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 ².
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 ³.

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

ONLINE JOB PLATFORMS

- ▶ **LinkedIn**
- ▶ **ZipRecruiter**
- ▶ **Snagajob**
- ▶ **Craigslist**
- ▶ **Robert Half**

ONLINE JOB PLATFORMS

- ▶ **CareerBuilder**
- ▶ **Job.com**
- ▶ **USAjobs.gov**

ONLINE JOB PLATFORMS

- ▶ **Indeed**
- ▶ **Glassdoor**
- ▶ **Google for Jobs**
- ▶ **Monster**
- ▶ **SimplyHire**

ATTITUDE PREPAREDNESS

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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.

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.

Research and learn about the company

Try mock Interviews

Prepare for the question you can ask the interviewer

Do some salary research and be prepared to discuss salary

Smile and make eye contact



Review the job description

Prepare to answer the most commonly asked question

Dress appropriately

Arrive early

Don't lie in a job interview

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

- ▶ 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

- ▶ 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

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.

MINDSET

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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:

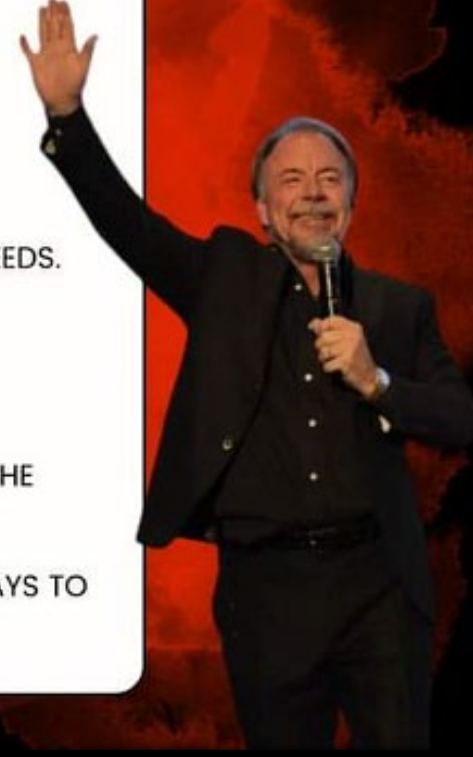
- ▶ Don't compare yourself to others. Remind yourself that you are qualified and capable of doing the job.
- ▶ Exercise and believe in yourself.
- ▶ Give yourself a pep talk.

CAREER READINESS

- ▶ **Problem solving**
- ▶ **Teamwork**
- ▶ **Work ethic**

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



Problem Solving Tips



THREE STEPS TO ANSWERING PROBLEM QUESTIONS

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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.

DON'T SAY THIS IN AN INTERVIEW

No – I am great at networking.

Best response – I adeptly build and sustain professional connections.

No – I am adaptable.

Best response - I quickly adjust to situations to new situations and embrace change.

No – I am tech savvy.

Best response - I utilize the latest technology to enhance productivity.

DON'T SAY THIS IN AN INTERVIEW

No – I have a keen eye for details.

Best response – I thoroughly review my work to ensure it is accurate and high quality.

No – I am a skilled leader.

Best response – I have successfully guided teams to achieve their objectives.

DON'T SAY THIS IN AN INTERVIEW

No – I am enthusiastic about learning.

Best response – I am always eager to expand my knowledge and enhance my skills.

No – I m reliable.

Best response – I consistently meet deadlines and fulfill my responsibilities.

DON'T SAY THIS IN AN INTERVIEW

No – I am innovative.

Best response – I bring creative solutions to complex problems.

No – I am good at time management.

Best response – I effectively prioritize tasks to meet deadlines.

SKILLS EMPLOYERS WANT

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

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

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

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 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

What can you do?

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

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

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.

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!

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**

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