

Outplacement Services

A landscape photograph of a winding asphalt road with a rainbow in the sky. The road is paved with dark asphalt and has white dashed lines on the left side. The road curves to the right and leads towards a horizon of rolling hills under a cloudy sky. A vibrant rainbow is visible in the sky, arching over the road. The foreground shows a gravel shoulder and some dry grass.

TANDEM HR

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Find Your Footing After a Lay- Off

Regroup

Experience the shock, hurt, and anger that you're experiencing, but don't get stuck in the feelings. Instead, focus on the future and what it is you most want and need.

Mobilize

Mobilize your resources. List every idea you have about what you think you'll need to do. Getting ideas on paper will help you with strategizing and mobilizing your resources. Immediate action is required; mobilization is the step preceding action.

Think about people

List all the people you know. Make a plan about how you'll approach them and for what purpose. How will you explain your situation to people, and what is it that you'll be asking for? Get clear about this last point so your communication with them is productive.

Think about functions and transferable skills

Think about the skills and talents you've tapped in previous jobs. Creatively brainstorm what jobs would easily incorporate these skills. For example, educators and social workers have successfully transferred their communication skills into corporate training positions; additionally, financial planners have successfully entered other industries as analysts or educators. Successful salespeople apply communication and interpersonal skills to a variety of products or industries.

Being downsized, dismissed, let go, or laid off is never easy. No matter how much information you're privy to regarding your company or industry, it's always a shock when you're the casualty.

Presentation matters

Immediately update and upgrade your resume. Have your resume clearly represent your personal best. Make sure that the reader has no doubt about how well you'd perform—have your resume express the best of who you are! This means that impeccability matters. Present yourself professionally and in a style that both flatters and communicates who you are. Give people a reason to hire you. If you don't effectively represent or promote yourself, why should a potential employer think that you'd effectively represent or promote their product?

Maximize resource utilization

Don't dismiss newspaper ads because you've heard that most people don't get jobs through the newspaper. Think creatively about what resources are available to you and utilize them. Besides networking and the newspaper classifieds, there are professional organizations, alumni services, and private or public employment offices. Look around your community for other available resources.

Focus on your strengths.

You're concerned about your future and worried about your income. While you might feel powerless and fearful or anxious about your lack of control, make a commitment to live from your strengths and not from fear. Identify your strengths and make a conscious decision to live from them—observe when you're not. The future will unfold in unforeseen ways when you apply and integrate this concept into your life. Work to maintain your self-confidence while being open to others' contributions. List on a piece of paper the qualities that make you unique and special—list your strengths, talents, and skills. Look at the list daily and add to it when new insights about your strengths emerge. If you don't believe in yourself, no one else will. Focus on your strengths!

Create a personal board of directors.

Consider creating your very own personal board of advisors. Create a personal board of advisors who will contribute to your success. Invite people you respect and who have complementary perspectives, approaches, and skills. Remember, you learn more from those who are different than from those who are similar. Differences of opinion create a more solid product. When others challenge you, know that they're actually helping to expand your vision. Let others contribute to you. Utilizing your very own personal board of directors will help you get beyond your blind spots.

Invest in yourself.

Investing time and resources into your personal and professional development is well worth the effort—regardless of your employment status. Structure personal and professional development into your schedule on an ongoing basis. Consider it a necessary ingredient for success. The benefits will far exceed the investment.

Visualize the future.

Don't let logistics or the fear that your dream is crazy or impossible stop you from visioning the future! There's always learning in the listening—so listen to your dreams. Identify the essence of what most excites you. Creatively brainstorm how you can live from that space more frequently; the more you do this, the more powerfully you'll generate the future you now only dream about.

The layoff may be a blessing in disguise. What is the universe trying to tell you? Is this a wake-up call of some kind? You might unknowingly be on a path of personal discovery—let the layoff be the catalyst for self-discovery and powerful actions! Perhaps it is time to move on to something more challenging and exciting.

Be open and listen. There may be a lesson and an opportunity in this for you.*Reference*

Peters, T. (1997, August). The brand called you. [Electronic version]. Fast Company, Issue 10.

Free Resources

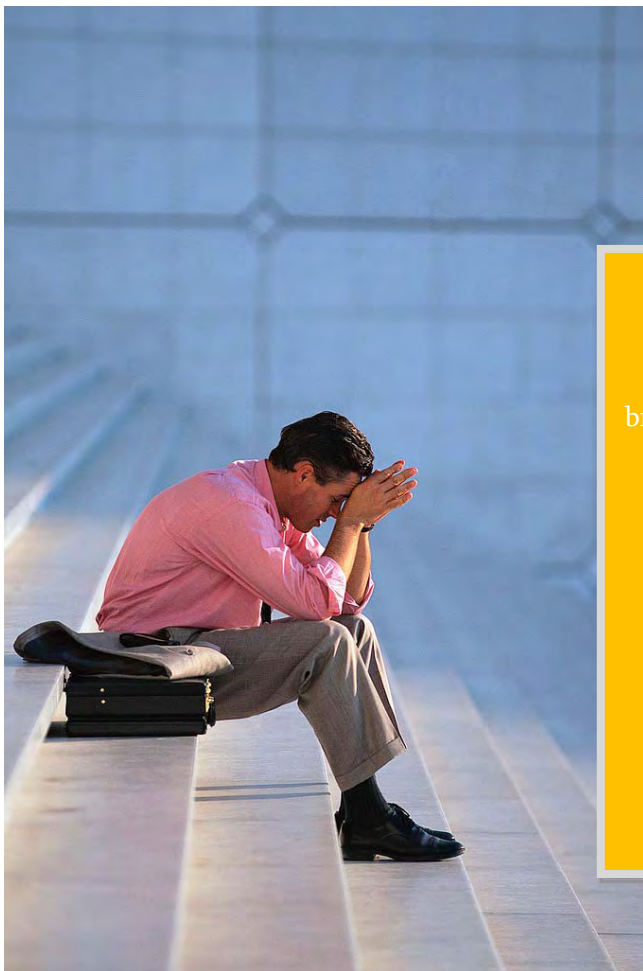
- **One-Stop Career Center:** <http://www.servicelocator.org/>
- **Dislocated Worker Page:** <http://www.doleta.gov/layoff/>
- **Rapid Response team:** http://www.doleta.gov/layoff/rapid_coord.cfm
- **Employer and Employment Services, Inc.**
 - **Send general questions to** webmaster@eesforjobs.com
 - **Visit an E&ES Location E&ES office locations**
 - **Phone:** (312) 629-5627
 - **Fax:** (312) 629-5649
 - **Useful links from website** <http://www.eesforjobs.com/html/links.html>
 - **List of Services** http://www.eesforjobs.com/html/seeker_svcs.html
- **IDES Website :** <http://www.ides.state.il.us/ism/default.asp>
 - **IDES office locations** <http://www.ides.state.il.us/ietc/map.asp>
 - **Current list of Job Fairs and Special Events**
<http://www.ides.state.il.us/info/event/default.asp>
 - **Federal and State of IL job openings**
<http://www.ides.state.il.us/program/employer.asp#statejob>
 - **Unemployment Insurance Benefits Handbook**
<http://www.ides.state.il.us/uidocs/bis/handbook.pdf>
 - **Apply for Unemployment Benefits insurance online**
<http://www.ides.state.il.us/individual/certify/default.asp>
- **Illinois Skills Match** *selects and matches the best qualified job seekers with the most suitable employers:*
<http://www.illinoisskillsmatch.com/>



Contact Your EAP

PERSPECTIVES Employee Assistance Program (EAP) provides confidential programs for employees and their families in order to assist in coping with everyday and acute problems of modern living. See included pamphlet for details.

Visit www.perspectivesltd.com or call 1.800.456.6327 to utilize this **FREE** service. EAP is available for 90 days after termination of employment.



At one time or another, most of us will encounter **circumstances** that seem insurmountable: job loss, relationship break-up, economic struggles, loss of a loved one, physical trauma-the list goes on.

They are **defining moments** in life that can either knock us down or make us stronger.

While we can't always control our circumstances (life's curve balls are usually out of our control), we can control our responses.

PERSPECTIVES EAP CAN HELP!

Employment & Employer Services, Inc.

Serving Chicagoland Employers and Job Seekers Since 1982



ATTENTION Job Seekers

Looking for work?

We can help.

We offer job placement services at no cost.

Please contact our office for more information:

Judy Grant

2138 South 61st Ct .Suite 301

Cicero, IL 60804

(708) 222-3100 ext. 63

**Funded by the Cook County President's Office of Employment & Training,
Chicago Mayor's Office of Workforce Development and
the Illinois Dept. of Human Services.**

Ways to Cope

Today, the stigma of being laid off has diminished. It is quite common for companies to downsize, and it doesn't necessarily reflect the actions of the employee. Do not feel this is something you need to hide or feel ashamed of.

The impact of termination goes well beyond shaking a family's financial security. Job loss ranks with death and divorce as one of life's most stressful events. Strong negative emotions--anger, inadequacy, humiliation, anxiety, depression, and a host of other feelings -- are not uncommon and are fully understandable following the loss of a job. Nevertheless, negative emotions are not conducive to moving forward. If you start taking them along in your personal relationships and job interviews, they can be destructive.



Job loss is also a very personal experience which people handle in very individual ways. Maintaining a positive outlook may not come easily to everyone and may require serious effort on your part. A sincere effort to follow some of the suggestions offered in this chapter will be beneficial.

Let your support system be supportive.

Trusted family members and friends want to be helpful. Let them! This is not the time to push people away. Resist the temptation to close others off because you don't want to be a burden or a bore. You are still the same person with the same good traits you had before you lost your job. It is important for you and those closest to you to understand that you need time to cope and recover. Don't think you have to "go it alone" or "tough it out." It is when you shut others out that the pressures and frustrations take their greatest toll.

When "coping" doesn't alleviate feelings of grief, fear, or anger, enlist the help of family members, friends, neighbors and/or others who share your problem to establish support groups and to network. Asking for help is hard, but it is not admitting defeat; on the contrary, it is an indication of your intention to take control of your life.

Stay active

Do not remain idle while you are between jobs. Inactivity aggravates negative thoughts and feelings. Institute a routine and try to stick with it.

Mental health experts agree we feel better when we are busy, especially when our thoughts are directed outside ourselves. Many people, whether or not they are employed, derive great satisfaction from performing volunteer work. For people who are out of work, volunteering has the added benefit of helping them maintain or enhance their job-related skills and may



create an opportunity to learn new skills and develop new interests. Another plus is that working in a new setting and meeting new people can broaden their network.

This is also a good time to tackle projects around the house and catch up on reading. But don't let these activities distract you from getting out and doing what it takes to get a new job!



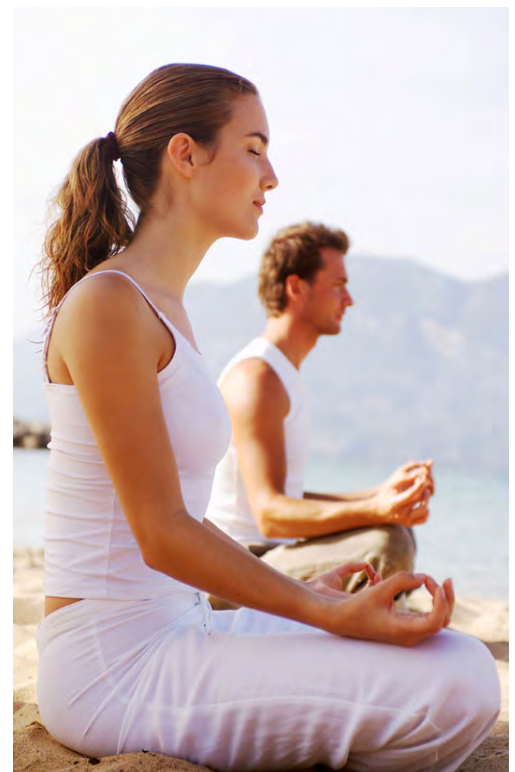
Allocate your resources carefully

The loss of a steady paycheck can have a devastating financial impact, even in a two-income family. Develop a budget with your family, letting each member put forward their priorities. Work out a schedule of payments with your creditors, and avoid accumulating new debt as much as you possibly can. If necessary, seek help from your local consumer credit counseling organization.

Keep fit and healthy

Nutrition. Nutritionists tell us that stress lowers the level of serotonin, a natural mood lifter, in the brain and that eating carbohydrates ups the serotonin level, making people feel more relaxed. Some experts also suggest that eating balanced, smaller, more frequent meals helps calm a jittery stomach. Since the body has a strong need for nourishment during stress periods, it is wise to avoid processed foods and refined sugars and eat whole foods such as fruits and vegetables instead. Experts say that a poor diet can leave you more vulnerable to the negative aspects of stress and more susceptible to illness.

Exercise. Exercise is one of the best ways to reduce the effects of stress. It is also a good way to improve your overall physical and mental health. Research has identified several physical changes accompanying physical exercise. These positive changes include improved functioning of heart and lungs, better muscle tone, increased energy, weight control and improved sleeping patterns. Regular, vigorous, physical exercise is perhaps the most natural, as well as the most beneficial, method of dealing with stress and tension. A well-conditioned body is best suited to handle stress. Exercise gives the body a chance to use the hormones that stressful situations pump into the bloodstream. It also prepares the body to handle more stress by increasing strength and endurance; reducing aches, pain and stiffness; lowering blood pressure; and increasing cardiac output by using up adrenalin which may be tensing muscles.



Steer clear of drugs and alcohol

Sometimes people who feel overwhelmed by job loss seek relief in drugs and alcohol. These substances only mask stress symptoms. They do not help you adjust to the stress itself. Turning to them can cause more stress in the long run than it relieves. Prescription medications such as sedatives or antidepressants are sometimes helpful in

balancing a person's response to stress, but must be taken only under a doctor's direction and supervision.

Rest and sleep

Stress often produces insomnia or fitful sleep. Some techniques people can use to put themselves to sleep include progressive relaxation (sequentially tensing and fully releasing the muscles from head to foot), deep breathing (slowly inhaling and exhaling to a count of 10), and visualization (picturing a peaceful landscape or other pleasant vista).

Join a support group

People who share your situation may be better prepared to listen and respond to your concerns than even the most well-meaning friends or relatives. With a group of people who understand what you are going through, you can let off steam, get feedback on your activities and give others the benefit of your wisdom. Many communities have support groups for job seekers that exchange tips and valuable information on the job market. You can usually find a support group by contacting your YMCA, YWCA or library. Sometimes employment agencies can lead you to a group that matches your needs.

Keep a journal

Some people find that writing things down provides a useful outlet and also helps them think through their problems. If you are planning to appeal your termination or take legal action, it is essential to make notes of the events as they occur, before your memory fades.

Anger needs an outlet. When you are angry at someone or something and cannot express it in



person, vent your anger by writing down what angers you. Don't analyze or organize the information, just let it pour out onto the paper. After you are done, take the pages and crumple them up, stomp on them, rip them up and dump them (where they won't be found). According to Helen Lerner, the author of *Stress Breakers*, "These symbolic actions, combined with the physical energy spent doing this, maximizes the emotional release."



Make time to have a good time!

Don't overlook the value of good times either on your own or with others. Even if you think you're not in the mood, you'll probably have a good time once you are out doing something you enjoy. In his book, *Anatomy of an Illness*, Norman Cousins wrote, "It has always seemed to me that hearty laughter is a good way to jog internally without having to go outdoors." Experts say that daily laughter makes you feel happier, healthier, more self-confident, and relaxed. *From WorkplaceFairness.org*

Resiliency, or how well you bounce back, is a skill that can be learned and refined. Here's how you can get started:

Have reasonable expectations. The road of life is paved with a few potholes, dead ends, and wrong turns. If you accept that at some point you'll hit bumpy territory, then you're better prepared to negotiate it. But, if you expect to live a life without setbacks, then the first bump you hit is perceived as a failure. Those who are best able to recover from adversity accept that it's part of living a full life.

Change your question. Most people focus on how they ended up in their challenging situation. Obsessing about the details of your circumstances will keep you stuck in the same place, unable to move forward. Resiliency means shifting the focus from what happened to what to do next. The best question you can ask yourself is: What can I do for myself right now that will move me forward? Then you can apply what you learned to future situations.

What's within your control? Another thought pattern that delays rebounding from negative events is focusing on things you can't control. Doing so will make you feel incapable, helpless, victimized, and stressed. Instead, focus only on what you *can* control. Sometimes, the only thing you have control over is how you choose to respond-and that's big.

Growth Opportunity. While positive events reinforce what we're doing right in life, our biggest life lessons tend to come in the wake of negative events. Do bad things need to happen in order for us to learn? Of course not, but negative events seem to have a lasting impact that cause us to alter our lives in more significant ways. What can you learn from your setback? How can you use it to improve your life (or the lives of others) in the future?

Assess your strengths. No matter what happens in life, there are certain things you'll always own: character strengths. Each of us has certain traits that make us unique. They can't be taken away (although sometimes we choose to give them away). Take a personal inventory of what makes you special. Think of personality traits that have been consistent throughout your life and have helped you in previous situations. Are you naturally curious? Are you compassionate? Are you humorous or creative? Highlighting and engaging your strengths gives you energy to rebound.



Preparation

The toughest part of a job search has to do with the ability to see yourself objectively. Tandem HR will evaluate your experience, interests, and educational background to develop a job-seeking strategy that begins with promoting and expanding upon your skills.

- Build a portfolio with the creative pieces you wrote or designed at your previous jobs. *Let Tandem HR help you* organize your past tangible accomplishments. Your portfolio will be key. Compile past work that exemplifies unique and desirable qualities to a potential employer.
- Obtain a part-time job while looking for a full time position. It does not have to be glamorous work, but a part-time job exhibits work ethic and initiative. Getting inside a company as a temporary, part-time, or volunteer employee may prove to the company that you have capabilities to move up in the business. Companies love to hire from within.
- Make your resume the best it can be. (See *Creating A Strong Resume*)
- Research the market. The Internet offers a vast array of information about industries and potential new employers. You can obtain details about job responsibilities, compensation, advancement, turnover, corporate culture, and company financial information.
- Stay educated. Keep updated on news and trends in your field by reading newspapers, business and trade journals, industry publications and web sites. You can use the Web to investigate MBA and other executive leadership programs, as well as courses offered by industry groups and conference organizers.
- Know yourself and your background. This is not as simple as it sounds. Read your resume and understand every aspect of your work history. Be able to explain your accomplishments and why they were important to your company's bottom line and your personal future.



- Take the opportunity to re-evaluate. A layoff could be great opportunity for a career change. There are many online assessment tests that can determine responsibilities for which you are best suited.
- Books and assessment centers can provide an in-depth analysis of your skills, personality characteristics, and work style in order to find the best match for you.

Network

Informational Interviewing

The informational interview is an excellent way to verify what you have previously only thought about, read and heard. The person interviewed can offer information that is more: up to date; specific and related to the local situation; personal and subjective; and reflective of the "on-the-job" atmosphere!



- Like a job-hunting interview, an informational interview is a two-way conversation. However, it generally is slightly more relaxed and informal than the job-hunting interview. Additionally, the informational interview occurs in a context of extraordinary freedom and control: as the interviewer, you define its focus and structure, and you conduct it entirely for your benefit. You decide what information is needed and your questions should hone in on those needs. Your questions should help answer the following (among others): "What information about myself, an occupation and/or an industry do I need in order to make some decisions?"
- Essentially, any individual can be of interest for an informational interview/discussion. Do not assume that potential employers are the only ones who possess good information. Look for those who:
 - Share a common interest, enthusiasm or involvement in some activity or lifestyle that appeals to you (i.e. recreation, children, the environment, music.)
 - Work in settings you like (e.g., hospitals, politics, business, theatre);
 - Work in occupational areas in which you are interested (e.g., broadcasting, stockbroker, criminal lawyer, market researcher);
 - Work in specific jobs in specific organizations (e.g., a news-casting in a local radio station, a stockbroker at Dean Witter, a criminal lawyer in a legal aid office, or a market researcher at IBM).
 - The most obvious individuals include friends, family, neighbors and college alumni. Additional sources include trade and professional organizations and community service agencies (e.g. American Medical Association, The National Association of Social Workers, Chambers of Commerce, etc.).

Do not be intimidated; meet as many people as possible. You never know what doors will open when you start talking to people. Establishing connections is valuable. Never let an opportunity pass you by!

Maintain a record of names, dates, comments and referrals for future reference. Keep these references posted on your progress. Write or call them periodically to let them know what you are doing. They will be glad to know if they have been instrumental in helping you make decisions, and you may want to contact them later for more information.

Utilize networking resources:



Local Professional Clubs

Join a professional or interest organization that focuses on your talents and interests. Here are some ideas:

USA Directories: Search organization directories; there are hundreds of thousands of organizations, associations, societies, and nonprofits in the US covering many interests; some of these are based in Chicago; these directories help you locate an organization

American Marketing Association

Animal Shelter: The Anti-Cruelty Society; animal shelter for dogs and cats

Architecture: Chicago Architecture Foundation; advances public interest in architecture and related design; operates ArchiCenters for tours, a gift shop, and lectures

Arts: Friends Of The Arts; a support group for emerging art & artists

Beer: Chicago Beer Society; educational association dedicated to the appreciation of beer and craft of brewing

Big Bro & Sis: Big Brothers Big Sisters Metropolitan Chicago; provides friendship, emotional support, and guidance to youth through positive adult role models

Boys & Girls: Boys & Girls Clubs of Chicago

Chicago Cares: Volunteerism; provides individuals and businesses with volunteer programs designed to address Chicago's needs

Computing ACM: Chicago Chapter of the Association for Computing Machinery; advances the skills of information technology professionals and students

Computer Society: Chicago Computer Society; educational computer user group

Foreign Relations CCFR: Chicago Council on Foreign Relations; international affairs organization

Goodwill: Goodwill Industries; work opportunities and skill development for people with barriers to employment

Greens: Chicago Greens; works on ecological ideas and political advocacy to influence public policy

Harley: Chicago Chapter Harley Owners Group

Humane PACT: People and Animals in Community Together Humane Society

Film & Video: Independent Film and Video; advances the independent film and video scene in Chicago

Internet: Chicago Chapter of the Internet Society; advocates for the development, use, and understanding of the Internet

Jaycees: Chicago Jaycees; professionals who develop leadership skills through community service projects and professional development seminars

Jazz: Jazz Institute of Chicago; dedicated to the preservation and perpetuation of jazz in all its forms

Journalists SPJ: Chicago Headline Club; chapter of the Society of Professional Journalists

Latino Cultural Ctr: International Latino Cultural Center of Chicago; promotes Latino culture and understanding

Maxwell St: Maxwell Street Historic Preservation Coalition; advocates for the character, heritage, and built environment of the old Maxwell Street neighborhood on Chicago's West Side

Poetry Ctr: regular poetry reading series

Park Friends: Friends of the Parks; works to protect, preserve and improve Chicago's parks for all of its citizens

PrideTime: PrideTime.com; entertainment and resource guide for gays and lesbians living in or visiting Chicago

Red Cross: American Red Cross of Greater Chicago; provides relief to victims of disasters and helps people prevent, prepare for, and respond to emergencies

Robots: ChiBots, Chicago Area Robotics Group; hobby robotics, maze solvers, BEAM robotics, robotic combat, or any other kind of robotics

Tech Comm: Chicago Chapter of the Society for Technical Communication; trade organization of technical writers, illustrators, Web developers, and instructional designers

Tours: Chicago Neighborhood Tours; sponsored by the Chicago Office of Tourism, Chicago Department of Cultural Affairs

Treasury Mgt Assoc: Treasury Management Association of Chicago; professional organization dedicated to cash/treasury management

Urban League: Chicago Urban League; works to eliminate racial discrimination and segregation and advocates equal opportunity and parity for African Americans, other minorities and the poor
YMCA: YMCA of Metropolitan Chicago; provides exercise and fitness programs to the community as well as programs for families, mentoring, teens, children, and young women

YWCA: YWCA of Metropolitan Chicago; services to meet the needs of women and families

Rotary Club

TIP! When entering a new social setting, act as though you've already been introduced to everyone in the room. This tactic will help you remain calm and enable you to jump right into a conversation and start asking questions. Remember the one subject that everyone knows about is himself or herself.

Sample Networking Letter

October 16, 2008

Mr. Stanley Ward
Personnel Supervisor
Advertising Department

Tandem HR
915 Harger Rd, Suite 300
Oakbrook, IL 60523

Dear Mr. Ward:

My name is Sandra White and I am a Marketing Associate at Total Resource, Inc. I was given your name by Ms. Janet Alexander of the Creative Design Department at Leo Burnett. I am particularly interested in employment opportunities with Tandem HR in the Advertising Department. I know that Tandem HR is a growing company and I would love to join the team. I have not noticed any public openings at Tandem HR, but I was wondering if you might be aware of any opportunities that I can take advantage of. Thank you very much for your time and if you hear of any possible leads I would appreciate it greatly. I have attached my resume for your reference.

Sincerely,

Sandra White

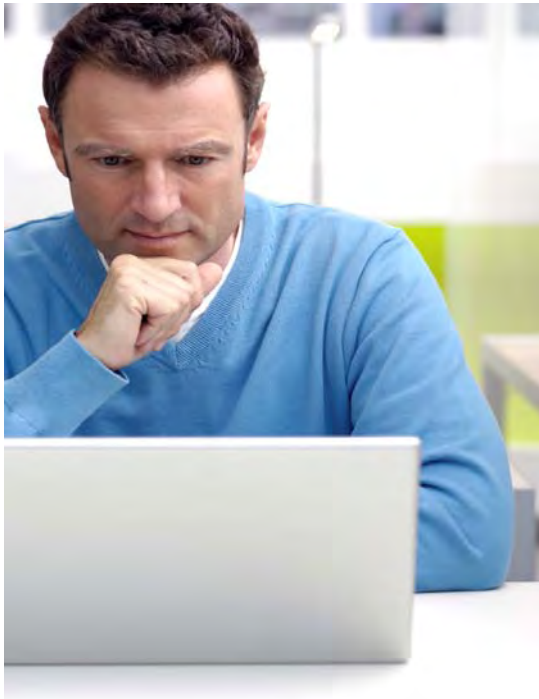
Get Your Cover Letter Noticed

Cover Letter Musts

- ✓ One Page
- ✓ Spell Check
- ✓ Sell, sell, sell!

The BASICS of a cover letter include:

- Standard business letter format- prospect name, title, company, address- top left
- Salutation- Take time to know who your target is!
- First paragraph- Inform the reader why you are writing; that is, to meet the company's **specific needs!**



- Second paragraph- Briefly state two or three top skills you possess (draw these from your resume). Immediately follow with the benefits these features (and you as a person) will provide to the company.
- Third paragraph- *Close, Close, Close!* Do not just end the letter, but create a “**sales closer**”. Give your target contact a specific action to take and a backup action you will take if you do not get a response.

If you are emailing:

- Use your cover letter as the body of the email if they request a resume only. Attach the resume as a separate document.
- Alternatively, you could attach both the cover letter and resume as separate documents if a cover letter is requested. In this instance, include a brief introductory paragraph as the body of the email.

Cover Letter Checklist:

- One page only and limited to three targeted, focused paragraphs
- Written to someone specific, with the name and title spelled correctly
- Company name and address are correct and complete
- Full spell check and proofing
- Close with “Sincerely”
- **Include a P.S. for emphasis**

If you know someone at the company or have a connection, include a “P.S.” at the end of your cover letter or email. Utilize this just as an added link between you and the potential employer. It will make you stand out among the piles of resumes. Name dropping is okay and recommended.

- *Always* follow up!

Sample Cover Letter

Joe Jameson
717 Billard St.
Chicago, IL 60614

October 16, 2008

Ms. Debra Hollingsworth
Hiring Manager
Accounting USA, Inc.
147 LaSalle
Chicago, IL 60601

Ms. Hollingsworth:

I was referred to you by Mr. Dave Goliath, a Partner with your Cleveland office, who informed me that the Chicago office of Accounting USA is actively seeking to hire quality individuals for your Senior Accountant Development Program.

I have more than two years of accounting experience, including being promoted as an Account Specialist last year with the Milwaukee office of Ernst & Young. I am confident that my combination of practical work experience and solid educational experience has prepared me for making an immediate contribution to Accounting USA. Having worked with a leading firm in the public accounting field, I understand the level of professionalism and communication required for long-term success in the field. My background and professional approach to business will provide your office with a highly productive Auditor upon completion of your training program.

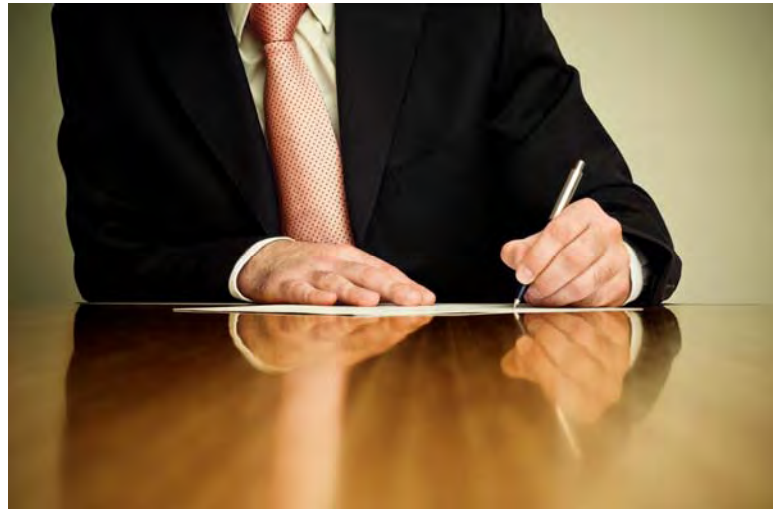
I will be in the Chicago area the week of November 3. Please call me at 312-555-5000 to arrange a convenient time when we may meet to further discuss my background in relation to your needs. If I have not heard from you by November 1, I will contact your office to inquire as to a potential meeting date and time. I look forward to meeting you then.

Sincerely,

Joe Jameson

*Remember to name drop, add a "P.S." if relevant and center your letter on the page.
Your cover letter is the first work product your potential employer will see.*

Create A Strong Resume



When looking for a job in a competitive market,

you need a **strong resume** that stands out from the rest. Tandem HR provides information that will give your resume a powerful boost.

- **Be specific!** When submitting your resume and cover letter insert key words, buzz words, and industry verbiage. **Use the wording in the job advertisement as your model.**
- Use **empowering verbs** and action words to clearly define your accomplishments in your past jobs. (See *Power Verbs*)
- Work with your **Tandem HR representative** to create a strong objective for your resume—one that directly relates to the job for which you are applying.
Example- for an applicant seeking an accountant position: Pursue corporate accounting in any fields, including accounting, tax, internal auditing, or finance where team work, a high degree of integrity, hard work and high efficiency can help to improve the company's profitability.
- **Utilize keywords.** All internet job sites and many employers are using technology to digitize and store your resume. Resumes are retrieved using a query, which pulls them based on keywords. The keywords that describe your background, traits and skills that are applicable to the type of job you seek should be included in your resume.
For example, if the potential employer is looking for an accountant, they will use “accounting” and related words to search the database.
- Do not just write your daily duties from previous positions. **Explain your accomplishments** and how you uniquely contributed to the company’s success. Outline your accomplishments in three parts:
 1. What was the problem, challenge, situation or task that you faced?
 2. What action did you specifically take to resolve this problem? Were you part of a team, what was your role in the team, and what did you actually do?
 3. What were the results of your actions? When possible, it’s best to quantify these results into numbers, dollars or percentages.

SANDRA WHITE

135 Main St, Oak Brook, IL 60523 • Home: 630.312.5555 • Cell: 630.321.5555

sandrawhite@gmail.com

CUSTOMER SERVICE/ADMINISTRATIVE SUPPORT/SALES SUPPORT

10-Plus Track Record of Performance and Results in Support Capacities

QUALIFICATIONS SUMMARY

Versatile administrative support and customer service/client services professional with 10-plus year record of success in high performing, fast-paced corporate and entrepreneurial environments. Strong organizational and multi-tasking proficiency coupled with excellent interpersonal, communication and presentation skills. Highly motivated, self-directed and resourceful top performer who is flexible and adaptable to changes, problems and challenges. Broad industry and customer experience encompassing banking, real estate, insurance and commercial leasing.

Core Competencies include:

- Customer Service/Client Services
- Account Development
- Client Relationship Management
- Data Collection/Analysis
- Problem Solving/Troubleshooting
- Administrative Support
- Competitive Research
- Project Management
- Loan Processing
- Office Procedures and Policies

PROFESSIONAL HISTORY

TOTAL RESOURCE, INC- Oak Brook, IL (2005-2008)

Independent insurance brokerage

Office Manager/P&C Licensed Specialist

Position Overview: Retained to provide customer service, office management and administrative support for small business start-up including assessment of client needs, quoting and processing of new auto and home insurance policies, competitive research and analysis, establishment and implementation of office procedures and policies and marketing support and assistance.

Key Results:

- ◆ Developed and managed customer database that enabled brokers to review client data and flag policies up for renewal or nonpayment resulting in the ability to maintain consistent cash flow and timely customer payment.
- ◆ Created and implemented series of office procedures and policies resulting in streamlined business procedures and the ability of the brokers to concentrate on business development and income generation.
- ◆ Designed and championed cross-promotion marketing program targeted toward local car dealerships offering automobile loans to credit risk buyers.

KNIGHT MANAGEMENT- Oak Brook, Illinois (2001 to 2005)

One of nation's largest commercial real estate and finance groups

Leasing Administrator

Position Overview: Retained for temporary assignment with responsibility for the review of shopping center leases for the commercial leasing division, research and comparative analysis, lease searches, report generation and data search analysis and collection.

Key Results:

- ◆ Partnered with legal team of attorneys and paralegals in the review of lease legal adherence to ensure compliance resulting in decreased errors and operating costs and more efficient management of the lease process.
- ◆ Managed the process for lease reviews and reporting while searching for exclusive and prohibitive rights clauses ensuring the proper balance of competitive stores in each shopping mall environment.
- ◆ Processed four-month backlog of lease contracts and undocumented data with a one-month period.

CITY BANK – Chicago, Illinois (1998 to 2001)

Full-service financial institution

Loan Processor

Position Overview: Charged with the responsibility for the review and management of all phases of residential loan applications and files, preparation of legal documents, customer service, compilation of loan packages, data collection and maintenance and staff training.

Key Results:

- ◆ Consistently rated in the top 10% of loan processors as a result of the capacity to close a higher percentage of loans and in a timely and expedient manner.
- ◆ Trained and motivated newly hired contract closers on company policies and procedures resulting in the ability of employees to ramp up more quickly, close loans more quickly and ensure that all loan applications meet bank and federal compliance guidelines.

EDUCATIONAL BACKGROUND

Rhodes College – Memphis, Tennessee

Bachelor of Arts in Economics

(1994-1998)

University of Chicago – Chicago, Illinois

Masters in Business Administration

(2002-2005)

PROFESSIONAL DEVELOPMENT

Consumer Loan Underwriting, Consumer Loan Standards, Loan Application Standards, Nondiscrimination in Lending Policy, Retail Loan Underwriting Standards, Anti-Money Laundering Section 1, 2, 3

PROFESSIONAL AFFILIATIONS

Chicago Women Network

WorkNet DuPage

COMMUNITY INVOLVEMENT

Habitat for Humanity

Big Brothers Big Sisters of Chicago

POWER VERBS

Management Skills	Communication Skills	Research Skills	Technical Skills	Teaching Skills	Organization Skills	Financial Skills	Technical Skills
administered	addressed	analyzed	adapted	adapted	approved	administered	acted
analyzed	arbitrated	clarified	assembled	advised	arranged	adjusted	adapted
approved	arranged	collected	built	clarified	cataloged	allocated	began
assigned	articulated	compared	calculated	coached	categorized	analyzed	combined
attained	authored	conducted	computed	communicated	coded	appraised	conceptualized
chaired	communicated	critiqued	conserved	conducted	collected	assessed	condensed
consolidated	consulted	detected	constructed	coordinated	corresponded	audited	created
contracted	conveyed	determined	converted	critiqued	distributed	balanced	customized
coordinated	developed	diagnosed	debugged	developed	executed	calculated	designed
delegated	directed	evaluated	designed	enabled	filed	computed	developed
developed	drafted	examined	determined	encouraged	generated	conserved	directed
directed	edited	experimented	developed	evaluated	implemented	corrected	displayed
enforced	enlisted	explored	engineered	explained	maintained	determined	drew
enhanced	formulated	extracted	fabricated	facilitated	monitored	developed	entertained
established	influenced	formulated	fortified	focused	obtained	estimated	established
generated	interviewed	gathered	installed	guided	ordered	forecasted	fashioned
headed	lectured	identified	maintained	individualized	organized	managed	formulated
improved	marketed	inspected	operated	informed	prepared	marketed	founded
incorporated	mediated	interpreted	overhauled	instilled	processed	measured	illustrated
increased	moderated	interviewed	printed	instructed	provided	planned	initiated
initiated	negotiated	invented	programmed	motivated	purchased	programmed	instituted
led	persuaded	investigated	rectified	persuaded	recorded	projected	integrated
managed	presented	located	regulated	set goals	registered	reconciled	introduced
motivated	recruited	measured	remodeled	simulated	reviewed	reduced	invented
organized	reported	organized	repaired	stimulated	routed	researched	modeled
originated	responded	researched	replaced	taught	scheduled	retrieved	modified
oversaw	solicited	searched	restored	tested	screened		originated
prioritized	specified	solved	solved	trained	set up		performed
produced	spoke	summarized	specialized	transmitted	submitted		planned
recommended	suggested	surveyed	standardized	tutored	supplied		revised
reviewed	summarized	systematized	studied		standardized		revitalized
scheduled	synthesized	tested	upgraded		updated		shaped
strengthened	translated		utilized		validated		solved
supervised	wrote				verified		



Enhance...Enrich...Empower your resume and cover letter

Get Your Foot In the Door

Helpful Tips for the Interviewing Process

Your appearance

The first impression is very important and can determine the tone for the rest of the interview. Dress is an aspect of interviewing that many people overlook. A safe guideline is to dress for the image that you want to communicate. Applicants usually want to convey a professional business-like image. Men should wear a suit and tie, and women should wear a suit or a dress. It is probably best to observe what someone normally wears day-to-day in the particular job and dress a little more conservatively than that. It is usually best to not wear "trendy" or "faddish" clothing. Stick to more conservative fashions. Realize that dress serves as an "auxiliary message" by telling the employer something about your personality and attitudes. There is no point in turning someone off because of your clothes.

Your arrival

Arrive **ON TIME** for the interview! It is a good idea to be early so that you are not rushed and will have time to collect your thoughts. For off-campus interviews, leave early, especially if you are going to an area with which you are unfamiliar in terms of location and parking. If possible, check it out the day before so you know how long it will actually take to get there.

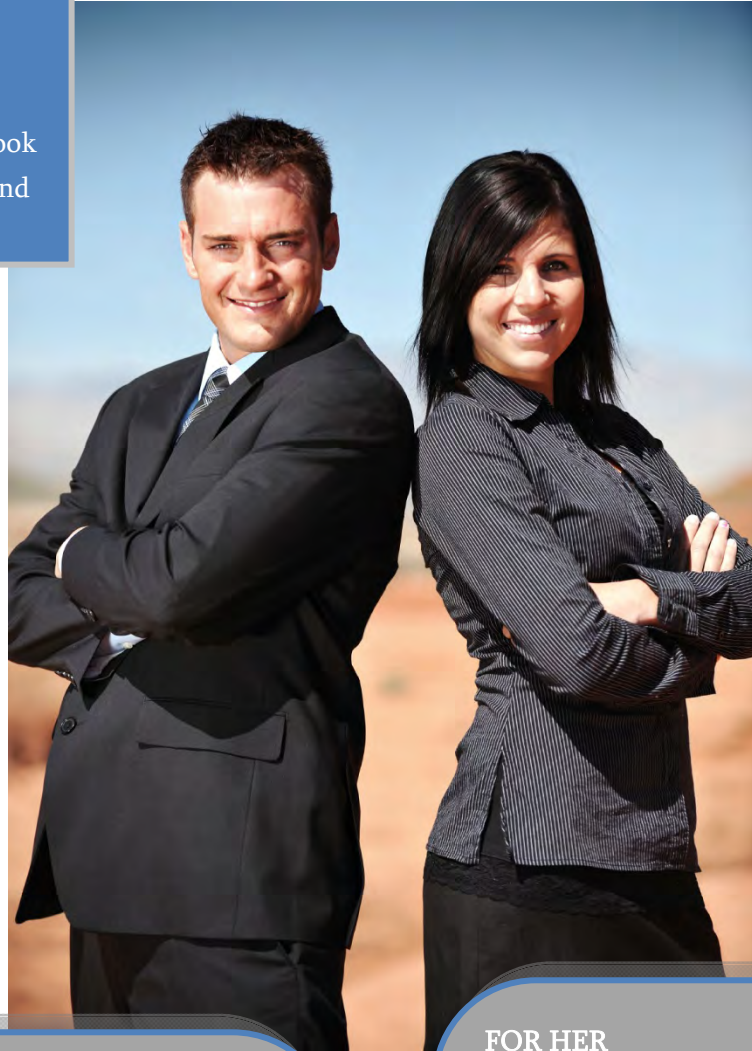
What to bring

Bring spare copies of your resume, as well as pen and paper. You will **NOT** want to take notes during the interview, but after you leave the interview there may be some things you need to write down, such as the interviewer's name, a note to remind you of a request made by the interviewer with which you will need to comply, or just some points you want to remember to prepare for the next interview. This information may also be helpful when writing your thank-you letter.



Interview: Dress to Impress

To send a good message during an interview, it is important to wear appropriate attire. Your look needs to be professional and conservative.



FOR HIM

- Conservative two piece business suit with dress shirt or long sleeved shirt
- Lightweight briefcase or portfolio
- No facial piercings or visible tattoos
- No gum or candy
- Avoid too much cologne

FOR HER

- Conservative two-piece pant or skirt suit
- No runs or holes in hosiery
- Minimize jewelry
- Lightweight briefcase
- Clean, close-toed shoes
- No gum or candy

Do Research

Know the Job

Know what the job entails! The more you know about the job's duties and responsibilities, the better prepared you will be to relate your specific qualifications and skills to that job. Even if your academic major specifically prepared you for the job, it is still important to do research.

To obtain more specific information, meet and speak with people who are employed in the same kind of job for which you will be interviewing; these sessions are commonly referred to as informational interviews. First-hand information like this is invaluable and it will help you understand the job.

Know the company

It is essential to learn as much as you can about the organization and the industry in which it operates for the following reasons:

- It shows that you are interested, committed, and enthusiastic.
- It is easier to convince an employer that you will be an asset to his organization if you are knowledgeable about the field and the organization itself.
- Information obtained through research can help you decide whether or not you want to work for the organization and in that particular field.

Sample sources of information on employers include: a) their homepage; b) calling the company to ask for material; c) public libraries

Information you should know before the interview:

1. How old is the organization?
2. What are its services and/or products?
3. Where are its offices, plants or stores located?
4. Has the organization shown substantial and consistent growth?
5. What is its financial condition?
6. What are its new services and/or products?
7. Are there any expansion plans? If the company sells, to whom does it sell? Retailers? Wholesalers?
8. Who are the organization's major competitors?
9. How does the organization rank in the industry?
10. What were the company's gross sales last year?
11. What is the organization's public image?
12. To what degree is the organization committed to solving community problems?
13. If it is a non-profit organization, what purpose does it serve? How is it funded? Whom does it serve? What functions does it perform?
14. Is the organization family-owned? If so, how will this effect advancement potential?
15. Does the organization have excessive employee turnover?

The Interview

Remember that the interview is a two-way street; it provides you the opportunity to learn more about the specific position, its duties and responsibilities, as well as the employing organization. It should help you determine whether or not your interests and goals are compatible with those of the potential employer.

Questions you may want to ask:

1. How will my performance be evaluated and how often?
2. What type of training is available on an ongoing basis?
3. How much contact/exposure will I have with senior management?
4. What are the opportunities for advancement?
5. Describe the types of supervision provide.
6. Described the types of clientele served at the site
7. What practicum student characteristics are necessary to be successful in this setting?
8. What goals are set for trainees?
9. What are the specific duties and responsibilities of the job?
10. What kind of training do new employees receive?
11. What are the avenues for advancement?
12. What happened to the person who previously had this job? (i.e. promoted?)
13. How centralized is the organizational structure?
14. Do subordinates participate in decision-making activities?
15. What are some of the organizational problems that people face in this position?

(By identifying the problems that the organization faces, it will be easier for you to match your abilities and determine if it's a place you want to work.)

Asking the hiring manager genuine questions during the interview can make or break the opportunity of landing the job!



Sample interview questions:

1. Why do you feel this company would be a good fit with your interests and background?
What do you hope to learn here?
2. Tell me about an ethical dilemma you've encountered and how you resolved it.
3. Tell me how you handle stress.
4. Could you share with us a recent accomplishment of which you are most proud?
5. What would you have liked to do more of in your last position? What held you back?
6. Tell us a bit about your work background, and then give us a description of how you think it relates to our current opening.
7. What are your qualifications in your area of expertise, i.e., what skills do you have that make you the best candidate for this position? Include any special training you have had (on-the-job, college, continuing education, seminars, reading, etc.) and related work experience.
8. Why have you applied for this position?
9. What skill set do you think you would bring to this position?
10. Tell me about your present or last job. Why did you choose it? Why do you want to leave?
11. What was your primary contribution/achievement? Biggest challenge?
12. What are your short-term and long-term goals?
13. In what areas would you like to develop further? What are your plans to do that?
14. What are some positive aspects of your last employment/employer? Negative aspects?
15. What do you think about SOPs (Standard Operating Procedures)?
16. What are your career path interests?
17. What do you know about our company?
18. Why should we hire YOU?
19. If the position required it, would you be willing to travel?
20. If the position required it, would you be willing to relocate?
21. If you were offered this position, when would you be available to start?
22. After learning about this opportunity, what made you apply for the job?
23. If you are hired, how would you expect to be different after a year in this position?
24. Now that you have learned about our company and the position you are applying for, what hesitation or reluctance would you have in accepting this job if we offer it to you?
25. Tell me anything else you would like us to know about you that will aid us in making our decision.

More on the website relevant to your industry

After the interview

Let go of the fear. Do not let fear hold you back from following up with an application or after you have had an interview. If you fail to follow up, all your efforts will be in vain!

Send a Thank You Note

Send an electronic note as soon as possible and a hand written note to follow (preferably within 2 or 3 days of your meeting). You might want to reiterate something discussed that was particularly helpful or informative.

Sample Thank You Note

June 26, 2008

Mr. George Davis
President
Wright Enterprises
2150 Beach Way
Hometown, CA 01212

Dear Mr. Davis:

Thank you for meeting with me Monday to discuss the IT Manager position in your company. Mrs. Silvia Banks has told me of your reputation within the industry, and, as we spoke, it quickly became apparent that she did not exaggerate.

During our conversation, you mentioned that you are looking for someone with at least five years experience as an IT Manager, preferably with networking experience. I indicated that I met both those qualifications, but I do not believe I properly emphasized the scope of my background. I have spent the last fifteen years as an IT Manager at Rockstar Enterprises. In this position, not only did I work with an extensive network, but I was also the driving force behind implementing the new HRIS. I conceived the idea, estimated its financial impact, and then took complete responsibility for its incorporation into our program. This change alone increased our production capacity by almost 25%. I would like the opportunity to show this kind of initiative working for your company.

I view Wright Enterprises as a company in which initiative and hard work are rewarded and where new concepts are given a fair opportunity. As a team, Wright Enterprises and I would get positive results – that is why I would appreciate your serious consideration for the IT Manager position. I will call Thursday morning to find out more about the hiring process. Thank you once again for your time. I look forward to our next conversation.

Sincerely,

Dale Anderson

Tandem HR hopes you have found this tool kit useful. We value your feedback and look forward to assisting you further during this transition. Please contact your HR representative for additional information on services and with questions you may have.

TANDEM HR

Exceptional Workplaces. Exceptional People.

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