

Acknowledgements

This handbook was developed to showcase the technological advances in modern job search tools such as websites for resume, job interviews, labour market information and government employment and retraining opportunities.

Special thanks to the staff of Manitoba Education and Training, Employment and Training Services and the Human Resources Development Canada (HRDC) Employment Insurance office.

We would also like to thank the following sources for their contributions in the preparation of the handbook:

CONTACT Community Information

Whiteshell Labour Adjustment Committee Website

FOR MORE INFORMATION CONTACT:

Labour Adjustment Services
Room 402-401 York Avenue
Winnipeg, Manitoba R3C 0P8

945-3358 in Winnipeg
1-800-821-4307 outside Winnipeg

Worker Adjustment Handbook

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Section 1

Navigating the New Economy



Navigating the New Economy

"Things don't make
new beginnings, people do"

- William Bridges

The economy and jobs have changed dramatically in the last 20 years. Globalization, technological change, education, environment, industrial shifts, and the aging population have all affected the world of work. One of the results of these changes has been job loss.

Industries began downsizing in the late 1980s. Mostly blue-collar (trades) workers lost their jobs. This trend continued and increased substantially into the 1990s, and began to include white-collar workers (executives, managers). Most industries have been affected by job loss. People are being forced to make career changes. The term "laid off" is now a common term. We all know someone who lost his or her job.

The good news is that along with the downsizing and job loss, we have seen the start and growth of new companies. Some have become multi-million dollar businesses, creating hundreds of new job opportunities. However, many of these industries require trained workers to fill their vacant positions.

To become part of this new economy people must be willing to adjust some of their old attitudes about work. Some people have a difficult time "letting go" of the past. Once they learn and accept the new reality of work, they will discover that there are many jobs to be found.

The tools and resources you need for your job search are listed in this handbook. Once you read it, you will be better able to go out there and "win the game"! Winning the game, means getting the job you want.

Below is a brief description of the more important concepts and how they can affect you in your job search.

The first thing you need to know is that there is a lot of work still available. If you are having trouble finding a job, you may need to retrain. Without it, you may face an uncertain future.

The second thing is that, contrary to popular belief, you do not need to be a computer expert to find this work. Computers (including Internet, e-mail, and accessories, such as scanners, printers and digital cameras), "virtual" offices, automated assembly lines, roomless meetings and cashless transactions, are all changing the way we live and work. New job opportunities are developing in Manitoba. If you are not familiar with the tools of this new economy, maybe it's time to learn!

Keep a positive attitude.

- A positive attitude is critical during a job search.
- You must give 100%, all the time.
- Learn how to come to terms with what has happened to you regarding your job loss.
Remember – it wasn't your fault!
- Acknowledge your emotions. Change and uncertainty can stress you out. You might feel anger and disappointment one minute, and excitement and relief the next. Many workers who have lost their job describe it as an emotional roller coaster. Denying these emotions will only delay your progress. Once you accept that you will have a variety of feelings, it is possible to learn ways to manage them.

- Don't be afraid to talk about what is happening with your friends and family. This will help keep your feelings out in the open, give you support from others, and help the family communicate at a difficult time.
- Maintain your family routines and recreational activities. If you take care of yourself and eat nutritious foods, you will be better able to handle the stress.
- Try to keep "rejections" in perspective. Being told **NO** is a part of job hunting. Experts say that you could receive 50 "nos" before you get a "yes". Learn from each rejection and make adjustments where necessary. **Most importantly, don't take NOs personally.**

The world of work has changed.

- Although most Canadians still work in full time jobs, there is clear evidence that the amount of "standard" work is declining while "non-standard" work is increasing. Non-standard work falls into four main categories: part time, temporary or contract, multiple jobs and self-employment. In Winnipeg, the number of self-employed people has been increasing since 1989. More employees are working flexible hours or creating their own jobs. There is also more telecommuting - where employees work at home - using the Internet, email, faxes and the phone. You will have to learn new ways of doing things. The world will never be like it was in the past.

Learn new skills or upgrade your present skills.

Most people have lots of interests, but are not sure how to translate them into an appealing occupation. Once you use this handbook to go through the process of skill identification, you will discover the types of jobs that interest you. You will be able to determine if you have the skills to do the job. If not, you will learn how and where to develop those skills. Going through this process will enable you to successfully find new employment.

Engage in lifelong learning.

Simply put – if the past five years is any indication, the pace of change will only increase in the future. In order to remain competitive, we have to keep learning. Start reading more, attend workshops and courses, "surf the Net". The world is now a global village.

Everyone needs to be able to identify the skills they, as an individual, take to the 'marketplace'. More and more responsibility is being placed on you to direct your work life. It is all up to you. The sky is the limit!

Make Contacts.

- People are your key to locating and maintaining work. Learn how to 'network' with people. This is not just an activity for business people any longer. As you will learn, most of the jobs that are available are in the 'hidden job market'. Only your contact with people will unlock the doors to these jobs.
- Write (or update) your resumé. This handbook will also give you concrete examples of ways to define your skills.
- Send a resumé and cover letter to each job lead.
- If someone helps you out with a job lead, send that person a thank-you letter. (See the templates in this handbook.)

Finding work is hard work!

Sounds simple. Yet many people think that a serious job search involves going down to the employment centre once or twice a week to apply for a few jobs from the Saturday paper! Perhaps this was the case in the 1970s, but in the new millennium you need to **give your job search at least 30 hrs a week.**

Use this booklet to create a 'map'- and as a tool to get you the job you want. By using all of the resources, and by doing the exercises in this handbook, anyone in an active job search will not only feel better about their ability to find work, but they will increase their chance of getting the job they want.

Section 2

Employment Insurance/ Manitoba Education and Training, Employment and Training Services



Employment Insurance (EI)

Type of Benefits Available

There are five basic types of benefits available:

Regular Benefits - For workers who are between jobs and are looking for work each day.

Training Benefits - While attending a training course approved by Human Resources Development Canada if directed by an employment counsellor.

Other types include Illness, Maternity and Parental benefits. For further information contact your local HRCC.

Length of Benefit Entitlement

Length of entitlement depends on how long you have worked in the last 52 weeks, and the rate of unemployment in the economic region where you live in the week that your claim starts. The maximum number of weeks that you can be paid is 45 weeks.

Normally, 910 insured hours of work are required in the last 52 weeks to qualify for benefits; however, under special circumstances a person may qualify with 420 insured hours.

What is an Insured Week of Work?

An insurable week is one in which an individual has worked at least 1 hour for the same employer and the gross amount that they earn is insured.

How Much Does EI Pay?

- For all new claims commencing on or after June 30, 1996, the benefit rate will be calculated at 55% of your average weekly insurable earnings for your last 26 weeks of insurable employment, unless you qualify for the Family Supplement Rate.
- If your net family yearly income is less than \$25,921.00 and you are in receipt of a Child Tax Benefit, you will be eligible to receive the Family Supplement Rate.
- Only income tax is deducted.
- Maximum benefit rate for claims commencing June 30, 1996 = \$413.00 per week.

Waiting Period

New claimants must serve an automatic TWO WEEK waiting period at the beginning of a claim. The waiting period can be waived under special conditions.

Other Income (Earnings)

Almost any money you get when leaving a job is now regarded as pay (earnings) from that job. That includes:

- bonuses
- separation/severance pay
- unused sick time
- vacation pay
- pension income
- pay in lieu of notice, etc.

Even if you have earnings, you should IMMEDIATELY apply for benefits upon termination. A delay in applying may result in delaying the start of your claim, or could result in the claim not qualifying to be established.

Can You Work and Draw EI Benefits?

YES, under the following conditions:

- First, you must have an interruption of earnings and establish a benefit period. Then, you must report your gross earnings on your report cards - what you earned (before deductions) during that week. Don't wait until you are actually paid to declare income.

- you can earn up to 25% of your weekly benefit rate or earn \$50.00 if your benefit rate is under \$200.00 and still receive your full EI benefit (except during your waiting period).
- if you earn more than 25%, the extra will be deducted dollar for dollar from your EI benefit rate, unless your rate is \$200/week or less.

If you are unsure contact your nearest Human Resource Centre of Canada (HRCC) for clarification.

Penalties for Quitting, Having Been Fired, Refusal to Accept Work

Depending on individual circumstances, quitting without just cause or being fired for cause will result in an indefinite disqualification, that is, no EI benefits will be payable. Tell your EI agent the **FULL** story of what happened providing any records of any actions you took prior to quitting. The agent will be making his/her decision on the basis of the information that you and your employer provide.

If you refuse to accept an offer in suitable employment without good cause you may be disqualified from 7 to 12 weeks. In addition, your benefit rate will be reduced to 50% from 55% for a period of 7 to 12 weeks after the disqualification has been served. Again, the decision will be based on the details that you provide about why you refused the job.

EI Cards

After your claim is established, you will receive report forms. The first is for the 2 week waiting period, and following that, they represent weeks of benefits.

These cards are legal documents, so when you sign them be certain the information on them is correct. When submitting cards, follow instructions carefully. Do not return them early. If you are unsure as to how to fill them out, get advice from your EI agent before you submit them. An incorrect or early card can delay payment of benefits.

After the first set, you will receive report cards regularly every two weeks. You can return your cards by mail or in person to any Human Resource Centre of Canada (HRCC). You also have the option of not submitting cards if you are applying for special benefits, or you could enter your report card data by telephone. Contact your nearest HRCC for details.

Available for Work

The Employment Insurance Act states that, in order to be eligible for regular benefits, you must be *“capable of and available for work and unable to obtain suitable employment.”*

You may be called upon to prove this.

Benefits can be withheld or they may have to be repaid if you do not meet this requirement for any period of time while on claim.

Your Right to Appeal

YOU CAN APPEAL a **PENALTY, VIOLATION, DISENTITLEMENT or DISQUALIFICATION**, or any other decision that you don't agree with to an independent Board of Referees if you think you have been wrongly *“denied”* benefits. You have 30 days from notification of the decision in which to appeal. Do so as quickly as possible.

Sometimes it is possible to work out the problem with your EI agent before going to the formal appeal stage. You can either call or write your EI agent to discuss your reasons for disagreeing with the decision.

If you appeal, you can appear before the board on your own, **OR** you have the right to be represented by someone else such as a lawyer or Union Representative or a representative from the Community Unemployed Help Centre.

If you are not satisfied with the decision of the Board of Referees, you have the right of further appeal to an UMPIRE.

Remember

- Know your rights and obligations
- You are expected to be available for work each and every day
- Keep records of your job search (day of contact, person contacted, etc.)
- Turning down a job offer could lead to a possible disqualification from 7 to 12 weeks.

Talk to your EI agent at the appropriate Human Resource Centre of Canada (HRCC).

EMPLOYMENT INSURANCE ASSISTANCE

Further assistance is available through the:

Community Unemployed Help Centre

501-275 Broadway Avenue
Winnipeg, Manitoba
R3C 4M6

Telephone: (204) 942-6556

Manitoba Education and Training, Employment and Training Services Branch is the focal point for delivery of provincial government employment and training services including employment counselling, testing, selection and referral to employment opportunities and/or training.

Human Resource Centre of Canada (HRCC) provides temporary income in the form of Employment Insurance (EI) in the event of job loss.

Manitoba Education and Training (ETS) and Human Resources Development Canada (HRDC) operate out of co-located offices in Winnipeg.

Services are generally provided to you through Manitoba Education and Training and /or The Human Resource Centre in your area of residence. To speak to a Counsellor or to register for Employment Insurance, phone or go directly to the nearest Employment Office/HRCC in your area.

| | Employment Inquiries (Telemessage) | Employment Services (Inquiries) | EI Inquiries: (Service In): English | French |
|---------------------------------------------------------------------------|------------------------------------------|---------------------------------------|-------------------------------------------|----------|
| Wpg. Employment Centre and HRDC 391 York | 983-0900 | 945-8341 | 983-4662 | 983-4663 |
| Northeast Employment Centre and HRDC 1122 Henderson Hwy. | 983-0900 | 945-8341 | 983-4662 | 983-4663 |
| Southwest Employment Centre and HRDC 2527 Portage Ave. | 983-0900 | 945-8341 | 983-4662 | 983-4663 |
| St. Boniface Employment Centre and HRDC 1031 Autumnwood Dr. | 983-0900 | 945-8341 | 983-4662 | 983-4663 |
| Selkirk Employment Centre 237 Manitoba Ave. Outside Winnipeg | 785-6276 1-800-523-4732 | 785-5295 | 983-4662 1-800-206-7218 | 983-4663 |
| Gimli Employment Centre 64-2nd Avenue Outside Winnipeg | 785-6276 1-800-523-4732 | 642-6020 | 983-4662 1-800-206-7218 | 983-4663 |

There also are Education and Training, Employment Centres/HRCC's in Brandon, Steinbach, Portage la Prairie, Thompson, The Pas, Flin Flon, Morden and Dauphin, Manitoba as listed on page 45.

Section 3

Career Options

Looking at Career Options

Reemployment

Skills Upgrading/Retraining

Self-Employment



Looking at Career Options

Now that you have the time and the opportunity to look at all possible career options, it is very important to take time to honestly do self-assessment and to identify your marketable and transferable skills. By doing this, you're likely to have a good sense of personal power to start a positive and proactive approach towards career planning and hopefully, a sound decision of your new meaningful career option.

Using the provided Career Planning Guide, you may be able to determine all your personal factors and present circumstances. Being focused as you go through the career transition process could reduce the risk of making wrong career decisions.

CAREER PLANNING GUIDE

A. SELF-ASSESSMENT

1. Personal Qualities - "Who am I ?" "What kind of person am I at my best?"

Strengths: _____

Talents: _____

2. Values - What is really important to you?

Personal values

- family
- helping others
- friendship
- lifelong learning _____

Work related values

- career opportunities
- advancement/professional growth
- security/good salary
- challenging work

3. Interests

What makes you happy? _____

What types of work do you enjoy? _____

What activities completely make you feel energized and alive? _____

4. Present commitment/obligations

- family situation _____
- financial situation _____

B. TRANSFERABLE SKILLS

1. Dealing with people

- communicating well in conversation, in person or on the phone
- communicating in writing
- instructing or training individuals
- advising, counselling, empowering
- referring people or helping two people to link up
- communicating effectively to a group
- playing games, leading others in recreation or exercise

2. Dealing with Information, Data and Ideas

- gathering or creating information, data and ideas
- gathering information by interviewing or observing people
- computing, working with numbers, doing accounting
- organizing, classifying, systematizing and/or prioritizing
- planning, laying out a step-by step process for achieving a goal
- problem solving or seeing patterns among mass of data
- keeping records (including recording, filming or entering on a computer)
- storing or filing (in file cabinet, video, audio or computer)
- retrieving information, ideas and data
- having a superior memory, keeping track of details
- putting information, data and ideas to use with people or with things

3. Dealing with Things

- good finger dexterity (including keyboarding)
- using eyes and hands in coordination
- motor/physical coordination with the whole body
- having strength, speed or stamina
- precision working with hands
- handling and precision working with tools and instruments
- setting up or assembly
- driving or operating vehicles or equipment
- maintaining, cleaning or repairing
- constructing or reconstructing

4. Entrepreneurial Skills

- independent, prefers flexible working hours
- initiating, starting up, founding or establishing a business
- leading or taking the lead being a pioneer
- innovative, creative, resourceful
- take calculated risks

C. CAREER EXPLORATION - Researching your top 3 career options

****You may search Career Planning and Labour Market Information websites on pages 12 to 14.**

First _____

Second _____

Third _____

Career Options

- Your own ideas _____
- From family, friends, mentor/counsellor _____
- Assessment tools
 - _____ Skills assessment
 - _____ Interest inventories
 - _____ Personality preferences tools
 - _____ Occupational matching tools

Print research

- Occupational profiles
- Newspapers, books, magazines
- Internet information
- Video

People research

Information Interview

- people who are employed in that career
- potential employers
- professional associations
- educational institutions

Trying it

- volunteering
- part-time job

D. DECISION - MAKING - Pick your primary career goal

- Evaluate your research
- Consider the pros/cons of each choice
- Discuss with family, career counsellors/mentors and friends
- Review your checklist and see which career choice gets the most points

E. ACTION PLANNING

- Identify the steps you need to take
- Set-up realistic timetable
- Anticipate problems/barriers
- Have a back-up plan

F. CAREER MANAGEMENT

- Taking the steps you need to take
- Taking advantage of opportunities
 - _____ on the job training
 - _____ special/short courses
 - _____ upgrading skills by taking related courses
 - _____ constant awareness of the skills you need to acquire
 - _____ keeping up to date with labour market information and changes in the industry as well as the economy

CAREERS AND CAREER PLANNING WEBSITES

Job Futures (produced by Human Resources Development Canada)

Information on various careers and occupational outlooks, listings of occupations and associations.
<http://www.hrdc-drhc.gc.ca/hrdc/corp/stratpol/jobs/english/index.html>

CanWorkNet

This is a good data base link. Links to Career Planning, Jobs & Recruiting, Labour Market Information and more.

<http://canworknet.ingenia.com/>

Labour Market Support Services

Links to Career Planning Guide & High Demand Occupations

<http://www.gov.mb.ca/educate/index.html>

Career Mosaic Canada

Many good links available on this site. Access to the Career Resource Centre which has information on job hunting and resumé writing. Also available is a jobs database, employers directory, resumé posting & other good information.

<http://canada.careermosaic.ca/>

Career Paths Online (produced by B.C. Ministry of Education)

An inspirational, interactive career resource helping students and youths make relevant and informed career plans.

<http://www.careerpathsonline.com/>

Exploring Occupations (produced by the University of Manitoba)

Career spotlights on more frequently asked questions about occupational options. Descriptions of various occupations and occupational profiles and the Occupational Outlook Handbook.

<http://www.umanitoba.ca/counselling/careers.html>

Career Resource Centre (produced by the University of Manitoba)

U of M program information, occupational information & profiles, career planning manual and guides, distance education directories, resources for entrepreneurs & a video library. Other links also available.

<http://www.umanitoba.ca/student/counselling/crc.html>

Technology and Distance Education Branch (produced by B.C. Ministry of Education, Skills & Training, Victoria, B.C., Canada)

Click on Careers and link to career database, career library, job search skills. Career Library links back to "Careerscaping" with many more interesting sites including the Personal Career Profile and checklist.

<http://www.etc.bc.ca/>

BC WorkInfo Net

The B.C. Labour Market and Career Information Resources Database. Contains information on more than 300 career and labour market related resources.

<http://workinonet.bc.ca/lmcidb/default.htm>

Occupational and Career Development Division of Human Resources Canada

Take the Career Quiz!! Access to other related sites already mentioned in this booklet.

Some publications and reference information as well. Worth browsing.

<http://www.globalx.net/ocd>

CareerWeb Assessment

Use this site to access tools to increase your chance of career success and make informed decisions. Take the Career Inventory and match your personality profile to a career path. (produced in United States)

<http://www.cweb.com/assessment/>

JobWeb (produced in the United States by the National Assoc. of Colleges & Employers)
Links to jobs, job search & industry information, career planning resources and others.
<http://www.jobweb.org/>

Career Plan - Adventures in Education (produced in Texas, United States)
Steps to developing a career plan & sample of a career plan. Also links to resumés and job searches etc.
<http://www.tgslc.org/adventure/careerpl.htm>

The Career Channel (produced in the United States)
Relatively new site, still under some construction. Information on career and life planning, looking for a job, job search, career library and others.
<http://riceinfo.rice.edu/projects/careers/>

LABOUR MARKET INFORMATION

Electronic Labour Exchange (ELE)
User friendly and available at no cost to employers and job seekers by Human Resources Development Canada. Build skill profiles by choosing from among 25,000 career occupations. Used as a recruitment tool by employers, matches their needs with suitably skilled job seekers.
<http://ele.ingenia.com/>

WorkSearch
This site is designed to help people explore their career and work options. The main part of WorkSearch includes seven topic areas that all have to do with completing a successful search for work.
<http://www.worksearch.gc.ca>

Student Affairs Counselling Centre
Contains information on occupations and training routes.
<http://www.umanitoba.ca/counselling/careers.html>

Canadian Job Market
This site is very large (produced by Industry Canada)
General Business Information and Canadian Industry Statistics listed by sectors. Has links to other sites such as School Net and the National Graduate Register.
http://strategis.ic.gc.ca/sc_indps/engdoc/homepage.html

Canada's School Net
Access to Labour Market Information and Career Planning information by Province selected. Manitoba's link is to Manitoba Education & Training (Mb Gov't). This site has listings of occupations and profiles as well as access to Career Planning Guide and High Demand Occupations.
www.schoolnet.ca/

CanWorkNet
Access to lots of good information such as Careers of the Future, University of Manitoba Career Resource Centre, Manitoba Labour Market Information or National Labour Market Information.
<http://canworknet.ingenia.com/canworknet/english/man/labour/>

Career Edge
This site is targeted to youth and career internship opportunities available in Canada. It has a list of host employers with internship (paid work experience) opportunities.
www.careeredge.org

WorkWeb

Produced by Canadian Association of Career Educators and Employers. Information for students and recent grads such as job search advice, employer research resources, career options and other links. Also has information for Educators and Employers featuring links to campus career centres. On-line Job Posting Form, discussion group and more.

<http://www.cacee.com/>

Government of Manitoba Homepage

Information on current available employment opportunities with the provincial government. Also has information on other items such as Freedom of Information Access Guide, Provincial Departments and Agencies, News Releases and publications.

<http://www.gov.mb.ca/>

NatJobs

Promotes itself as Canada's premiere employment website. Information and access career and resumé databases. Information for jobseekers and employers on posting jobs and resumé.

<http://www.netjobs.com/>

Net-Work

Canada's On-Line Career Search. Job searchers register to access employment opportunities. Employers pay a \$10.00 fee to advertise on this site. Can search for jobs matching criteria such as location, company type, job description, etc. This site is still under construction.

<http://www.onsetmag.com/jobmarket>

America's Job Bank (U.S. Product)

Information and access to employment opportunities in America. Employers and jobseekers are provided with a free service to post their jobs or resumé on the National system. Also has access to specific jobs posted by state.

<http://www.ajb.dni.us/>

JobHunt (U.S. Product)

A list of On-line Job search Resources and Services. On line job listings information entitled: "Academia, Classified Ads, Companies, Newsgroup Searches, Recruiting Agencies, Science, Engineering and Medicine." Other Job Resources such as Resumé Banks, University Career Resource Centres, etc.

<http://www.job-hunt.org/>

Career Magazine Job Openings (U.S. Product)

Indexes all the job postings from the major Internet Jobs newsgroups. These postings are searchable by location, job title and/or skills required. Links to other sources such as Career Forum, Career Links and Employer Profiles.

<http://www.careermag.com/careermag/news/index.html>

Reemployment Option

HIGH DEMAND SKILLS IN MANITOBA

After going through self-assessment and looking at other career options, you still feel that what you really want to do is to actively look for a job and be reemployed as soon as possible. Your next question is - "How do I start my job search? What skills are employers looking for?"

The following are the **High Demand Skills in Manitoba**:

- General written and oral communication skills** - Ability to listen, speak and write, in order to transmit or receive information clearly.
- Mathematical and Analytical Problem Solving** - Ability to apply basic mathematics to do the job, recognize and define problems, design and implement solutions and evaluate results.
- Group Effectiveness - Interpersonal Negotiations and Teamwork skills** - Ability to work on a team for the purpose of problem solving, innovation and process improvement.
- Time Management** - Ability to schedule and prioritize work for self and others and to use time efficiently.
- Presentation Skills** - Ability to organize information and communicate through public presentation.
- Supervisory Skills** - Ability to assign and co-ordinate projects, ensure that work is done on time and to quality requirements, resolve subordinates' complaints.
- Small Business Management** - Ability to operate a small business, with skills ranging from financial management, staff supervision and bookkeeping to production management, sales and distribution.
- Telephone Skills** - Ability to sell products and respond to customer needs cheerfully and professionally on the phone. Excellent verbal communication skills.
- General Computer Skills** - Ability to use various microcomputer applications & programs such as spreadsheets, data bases, word processing and various operating systems. Keyboarding skills.
- Computer Programming Skills** - Programming skills in Visual Basic, C, C++ combined with data base design, systems design and publishing experience is a bonus.
- Internet Web Page Design Skills** - Technical knowledge in designing websites using HTML, Java and CGI. Some graphic design and publishing experience is a bonus.
- Internet Use Skills** - Ability to use the Internet for research and communication purposes.
- Network Development** - Ability to plan, create and implement a variety of network types such as Local Area Networks, Wide Area Networks, Intranets, Secure Internets, etc. for individual offices and international companies with offices worldwide.

| | |
|-----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Computer-Assisted Drafting/ Manufacturing (CAD/CAM) Applications | - Ability to use computer application in the design of products and in the set-up of tools to facilitate efficient production. |
| Quality Assurance | - Ability to apply statistical formulas to assess production performance, set standards for output, and establish inspection programs. Knowledge of international standards such as ISO 9000. Ability to use Co-ordinated Measuring Machines (CMM). |
| Inventory Management | - Ability to determine current and future needs of raw materials and semi-finished manufactured goods and to control availability through efficient purchasing policies and just in-time delivery systems. |
| Marketing and Export Development | - Ability to identify customer/client needs and relate them to products and services. An ability to find new sales opportunities in the export markets of today's global economy. |
| Technical Sales Skills | - Ability to remember information on product lines and to learn technical information on new products combined with exceptional ability to present products and close a sale. |
| Customer Service | - Ability to work with customers/clients in satisfactorily meeting any of their service needs. |
| Knowledge of Product Safety Regulations | - Knowledge of government regulations covering production of various food and pharmaceutical products, and knowledge of safe laboratory practices. |
| Technical Reading and Writing | - Ability to read technical documents and manuals as well as write instructions and procedures for a variety of technical processes and protocols. |
| Workplace-Based Instructional Skills | - Ability to impart expertise to others through lecture or demonstration, using valid adult education instructional techniques as outlined in recognized train-the trainer courses. |
| Blueprint Reading | - Ability to read and interpret detailed specifications. |
| Machinery Operation | - Ability to operate a variety of machine tools to cut or grind metals and composites to create parts for Manitoba's manufacturing industry. The ability to operate Computer Numerically Controlled (C.N.C.) machines is a definite asset. |
| Workplace Health and Safety | - Knowledge of safe work practices and ability to follow rules to ensure safety. |
| Environmental Assessment | - Ability to conduct an environmental assessment in a number of interrelated skill areas including data interpretation, risk assessment and hazardous waste handling. |

NOTE: In most occupations, there is a higher demand for individuals who have been examined and received journey person certificates or licenses in their trades e.g. welder, automobile mechanic, machinist, electrician.

Source: Manitoba Education and Training

After your review of high demand skills and occupations listings, your next step is getting ready to prepare your self-marketing tools - **resumé and cover letter**.

HIGH DEMAND OCCUPATIONS IN MANITOBA - 1999

| Occupations | Average Annual Wages ** | Comments |
|--------------------------------------------------------|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| Information systems/ Data processing managers | \$52,600 | Increasing demand in the growing Information Technology (IT) sector. |
| Sales & marketing managers | \$57,800 | Increasing demand for people with sales and marketing skills combined with specific technical or product knowledge. |
| Construction managers | \$47,100 | Increasing demand, especially in the Brandon area and some municipalities adjacent to Winnipeg. |
| Financial Auditors and Accountants | \$44,100 | Continuing demand for Chartered Accountants (CAs), Certified General Accountants (CGAs) and Certified Management Accountants (CMAs). |
| Mechanical engineers | \$43,900 | Continuing demand in Manitoba's expanding manufacturing sector. |
| Electrical and electronics | \$46,300 | Continuing and increasing demand in Manitoba's engineers manufacturing and IT sectors. |
| Computer engineers | \$46,500 | Increasing demand in Manitoba's expanding IT sector. |
| Actuaries | \$46,200 | There is a small, but continuing demand for actuaries in Winnipeg's financial and insurance sector. |
| Computer Systems Analysts | \$44,900 | Increasing demand in Manitoba's growing IT sector. |
| Computer programmers | \$36,700 | Increasing demand in Manitoba's growing IT sector. |
| Industrial engineering and manufacturing technologists | \$38,200 | Continuing demand in Manitoba's manufacturing sector. |
| Electrical technicians and technologists | \$42,400 | Continuing and increasing demand in Manitoba's manufacturing and IT sectors. |
| Electronics service technicians | \$32,900 | Continued and increasing demand in Manitoba's manufacturing and IT sectors. |
| Industrial instrument technicians and mechanics | \$38,200 | Continuing demand in Manitoba's manufacturing sector. |
| Specialist physicians | \$124,900 | There is recurring demand for specialist physicians in northern and rural Manitoba. |
| General practitioners and family doctors | \$94,500 | Continuing demand in the rural and northern regions of Manitoba. |

| | | |
|--------------------------------------------------------|----------|---------------------------------------------------------------------------------------------------------------------------|
| Veterinarians | \$47,052 | Continuing demand for a few large animal veterinarians in rural Manitoba. |
| Optometrists | \$78,032 | This is a small occupational group, with a small continuing demand, especially in rural and northern Manitoba. |
| Chiropractors | \$78,032 | Continuing demand with an emphasis in rural and northern Manitoba. |
| Pharmacists | \$50,500 | Increasing demand expected with an aging population. |
| Registered nurses | \$38,000 | Increasing demand for specialty RN's in Winnipeg and recurring demand in some rural and northern regions. |
| Licensed practical nurses | \$30,601 | Increasing demand for LPN's in long term care facilities and private home care nursing positions throughout the province. |
| Medical Radiation Technologists | \$38,981 | Recurring demand in rural and northern Manitoba especially when combined with skills in other medical technologies. |
| Nurses aides | \$21,900 | Continuing demand in long term health care facilities and in rural areas. |
| College and vocational instructors | \$40,500 | Increasing demand for technical vocational instructors at the secondary and college levels. |
| Psychologists | \$51,000 | Continuing demand in rural and northern Manitoba. |
| Early childhood educators/ Daycare managers | \$21,000 | Continuing demand for Level II and III workers. |
| Technical sales specialists | \$46,000 | Increasing demand for people with sales and marketing knowledge in specific technical fields. |
| Telemarketers | \$25,400 | Continuing demand in Manitoba's call centre industry. |
| Machinists | \$32,800 | There is increasing demand in Winnipeg's aerospace and manufacturing sectors especially for journey person machinists. |
| Tool and die makers | \$37,700 | There is continuing demand in Winnipeg's manufacturing sector. |
| Residential construction electrician* | \$35,000 | Increasing demand in the Brandon and Winnipeg regions. |
| Industrial electricians | \$44,900 | Increasing demand in the Brandon and Winnipeg regions. |
| Plumbers | \$33,000 | Increasing demand in the Brandon and Winnipeg regions. |

| | | |
|--------------------------------------------------------|----------|-------------------------------------------------------------------------------------------------------------|
| Sheet metal workers | \$32,700 | Continuing demand in Manitoba's manufacturing sector. |
| Welders | \$27,900 | Continuing demand in southern Manitoba's manufacturing sector. |
| Carpenters* | \$25,300 | Increasing demand in the Brandon and Winnipeg regions. |
| Cement finishers* | \$25,900 | Increasing demand in the Brandon and Winnipeg regions. |
| Plasterer/Drywall installers/ Finishers* | \$24,700 | Increasing demand in the Brandon and Winnipeg regions. |
| Painters* | \$25,200 | Increasing demand in the Brandon and Winnipeg regions. |
| Heavy equipment mechanics | \$26,500 | Continuing demand in Manitoba's agricultural equipment and bus manufacturing sectors. |
| Motor vehicle mechanics | \$26,600 | Continuing demand for technically trained and experienced mechanics. |
| Long haul truck drivers | \$33,600 | There is a continuing demand for truck drivers in Manitoba because of the high turnover in this occupation. |
| Farm managers | \$35,000 | Increasing demand for hog farm managers. |
| Hog technicians | \$23,000 | Increasing demand in Manitoba's growing hog sector. |
| Sewing machine operators | \$14,900 | Continuing demand in Manitoba's fashion industry. |
| Aircraft assemblers and assembly inspectors | \$30,800 | Continuing demand for composite technicians and others in the Winnipeg aerospace manufacturing sector. |
| Machine tool operators | \$30,000 | Continuing demand in Manitoba's manufacturing sector. |

***Note:** These occupations are seasonal in nature and demand may be lower in the winter months.

****Note:** The wages quoted are from Statistics Canada's 1996 census data for "full time, full year" employees.

Source: *Manitoba Education and Training*

Skills Upgrading/Retraining Option

Skills Training

If you are devoting at least 6 hours a day, five days a week, to get a job with your present skills and you are still having a hard time finding employment, you may wish to think about skills upgrading or retraining. Training can give you new skills that employers are looking for. In this case, try to establish a training plan that is suitable to your personal preference.

Some people prefer to do self-study through audio/video tapes, self-help books, and tutorial computer softwares. However, most people still prefer classroom instruction in the community or at an educational institution. If you think the latter is your preference, take time to consider your career and retraining options.

Education and Training, Employment and Training Services Branch/Human Resources Centre

1. When applying for Employment Insurance Benefits, tell the receptionist that you are interested in talking to a Service Needs Advisor about re-employment or training.
2. When you see a Service Needs Advisor they explain how the process works and explain the eligibility requirements for your needs. They might give you a Training Research Form (on pages 22 to 24) for you to complete, or refer you to a Training Information Session, an Employment Counsellor, or another agency or department.
3. When you see an Employment Counsellor, he or she will help you determine your training needs and perhaps get you to do more research. The Counsellor will assist you in developing a return-to-work action plan. They will explain the income support system, and the trainee responsibilities before, during, and after course completion.

What is an Action Plan?

If you think you need help getting back to work, an Employment Counsellor with Education and Training will help you develop a return-to-work action plan. This plan will:

- identify what your best skills are, what new skills you need to develop and what kind of job you should be looking for;
- help you decide what practical steps you can take to improve your chances of finding a job; and
- assist you in preparing a good job search strategy that will help you get the job that you want/need.

Identifying Your Needs

The first step is to review the skills you have, your employment history and the kind of jobs or skills that are required in your community.

An Employment Counsellor can help you identify your strengths and weaknesses, formulate a goal, and explore ways to reach it. An Employment Counsellor will also help you find out about the kinds of skills that employers are looking for.

Some parts of your return-to-work action plan may involve services that are available at no cost to you. Other parts may require a personal investment. All parts of the plan will require your personal commitment to follow through and make it work.

Taking Action

The result is a custom designed action plan, one that matches your needs to the resources and jobs in your area.

The plan will only work if you take responsibility for making it work. Education and Training staff will be there to support and monitor your progress, and provide additional advice if you need it. Your goal is to get back to work. For more information, contact your local Employment and Training Services Branch of Education and Training.

For additional resources and references, you may obtain training information using the websites below.

WEBSITES FOR TRAINING INFORMATION

Market Driven Training Centre (Red River Community College Downtown Campus)

Centre provides information on “Market Driven Training” offered to adults. Lists programs available and information pertaining to the centre. Also has other links available. Site is still under construction.

<http://www.mdtc.rrcc.mb.ca>

Red River Community College

College information, campus maps, training information on day programs, continuing education and regional centres. Also lists college services.

<http://www.rrcc.mb.ca/>

University of Winnipeg

www.uwinnipeg.ca/

Brandon University

www.brandonu.ca

Assiniboine Community College

www.assiniboince.mb.ca/

Keewatin Community College

www.keewatincc.mb.ca

Yellowquill College

megamach.portage.net:80/-quill/

CareerConnect

Links to Universities and Colleges across Canada. The Globe and Mail’s online interactive career service matching employers with job seekers. Site also features career articles and advice.

careers.theglobemail.com/

Website with Links to Canadian Universities

<http://watservl.uwaterloo.ca/-credmond/univ.html>

Manitoba Options

Manitoba Education & Training site with a Guide to Post Secondary Education & Training. Site still under construction.

www.gov.mb.ca/educate/options/options.html

TRAINING INFORMATION AND RESEARCH FORM

The following information is required in order to determine what financial assistance you may receive through Manitoba Education and Training.

PLEASE COMPLETE THIS FORM BEFORE YOUR APPOINTMENT

On _____ at _____ AM/PM

With _____ at _____ Employment Centre

A good training decision means finding the best training program for you to find suitable employment. Consider the work, time and costs involved in taking a course. Research your occupational goal as thoroughly as possible.

All applicants are expected to contribute toward their training costs.

You must research all other potential funding sources such as student loans, bank loans, family financial support etc. Every candidate's application for funding assistance will be assessed on an individual basis.

This application means that your request for training funding assistance will be considered by Manitoba Education and Training.

PERSONAL INFORMATION

Family Name _____ First Name _____

Social Insurance Number _____

EDUCATION

Highest Grade Level Completed _____ Year _____

List any Degrees, Certificates or Trade Licenses you possess: _____

List any additional training/courses attended:

| Course | School | Year Completed |
|--------|--------|----------------|
| _____ | _____ | _____ |
| _____ | _____ | _____ |

COURSE RESEARCH:

Course selected _____

School selected _____

Course length _____ Hours per week class time _____

Chose this school because: _____

Other Schools Contacted: _____

OCCUPATIONAL RESEARCH

Three contacts you made researching your occupation. (Employers, Employees, Associations, Unions etc.)

| Contact Name | Relationship to Occupation |
|--------------|----------------------------|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

What kind of work will you look for with this training? _____

What salary level do you expect to earn in this work? _____

What are the duties in this kind or work? _____

What are the usual hours of work? _____

What special clothes, tools, licenses or equipment do you need? _____

Will you find a full time job with this training? _____

What most appeals to you about this type of work? _____

What least appeals to you about this type of work? _____

In what geographical area will you look for this work? _____

TRAINING RATIONALE

What are your career goals? _____

What made you choose these goals? _____

Why do you feel that you will succeed in this training and in this occupation? _____

Monthly Expenses

Room/Board _____
Rent/Mortgage _____
Taxes _____
House Insurance _____
Hydro _____
Water _____
Gas Heating _____
Telephone _____
Cable T.V _____

TOTAL _____

Food/Groceries _____
Child Care _____
Laundry _____
Clothing _____
Dental/Glasses _____
Prescriptions _____
Other Insurance _____
Entertainment _____

TOTAL _____

Monthly Income

Severance _____
Child Tax Credit _____
Parent/Guardian _____
Your Income _____
Spousal Income _____
Social Assistance _____
EI Benefits _____

TOTAL _____

Family Assistance _____
Scholarships/Bursaries _____
Savings _____
Student Fees _____
Student/Bank Loan _____

TOTAL _____

Training Costs

Tuition _____
Books _____
Supplies _____
Student Fees _____
Other _____

TOTAL _____

Parking _____
Gasoline _____
Auto Insurance _____
Driver's License _____
Car Payments _____
Car Repairs _____

TOTAL _____

TOTAL MONTHLY EXPENSES _____

Total Costs Books and Tuition _____
Amount that you are prepared to pay toward your books and tuition costs

Self-Employment Option

Self-Employment Program

If you are getting tired of the usual 9 to 5 job, want a complete career change where you can do something you love doing, and dream about being your own boss, another possible career option that you may look into is to become self-employed.

Self-employment may be a good career alternative if you honestly possess -

- strong desire to make things happen
- ability to set and achieve goals
- inner drive to be independent
- self-discipline, organizational abilities
- flexibility to work varied and possibly long hours
- confidence to take calculated risks
- commitment to work hard

Here are some available programs and related information that may help you in becoming an entrepreneur.

If you are -

- unemployed with a viable business concept and the ability to start your own business
- currently receiving or have received Employment Insurance benefits in the past 36 months

you may qualify for this provincially funded program which provides training, counselling and financial support through –

The Management Exchange Inc. is a management consulting company which provides training and business services to small and medium sized enterprises, and assists in all aspects of the development of business and marketing plans, market research, market planning, feasibility plans and financial forecasting. The trainers and consultants have been delivering the Self-Employment Program since 1992.

The Management Exchange, Self-Employment Program enables clients to successfully negotiate the dangerous first stages of the new business cycle and to develop their enterprises through a strategic planning process.

Business Address: 100 - 93 Lombard Avenue, Winnipeg, Manitoba - R3B 3B1

Phone Number: (204) 944-8516

Fax Number: (204) 943-6144

E-mail Address: sep@escape.ca

The YM/YWCA Employment Training Services has been delivering the Self-Employment Program in Winnipeg for the past 12 years. During that period they have assisted over 1000 clients in the start-up and operation of their businesses.

Classroom training on the development of a business plan, as well as one on one counselling, are available to the participants with classes offered monthly.

Business Address: 604 - 428 Portage Avenue, Winnipeg, Manitoba

Phone Number: (204) 989-5860

The Cathedral Group provides Self-Employment Program Coordination in rural areas of Manitoba. Cathedral Group consultants deliver training to Self-Employment participants on an individual basis.

Cathedral Group Associates provide counselling in retail, wholesale service, manufacturing, financial, and general merchandising fields.

Business Address: 182 Cathedral Avenue, Winnipeg, Manitoba - R2W 0W9

Phone Number: (204) 992-9922

Fax Number: (204) 992-9922

Human Resource Management Association of Manitoba delivers 6-week Business Management Forums, targeted to displaced workers who were mid-career professionals and middle and upper managers, interested in both re-employment and self-employment. Create greater awareness of self-employment opportunities. Knowledge and application of advanced job search strategies through effective market research, self promotion, resumé and interview skills and practice and career survival skills.

Phone Number: (204) 983-6208

OTHER AGENCIES AND PROGRAMS FOR ENTREPRENEURS

The **WOMEN'S ENTERPRISE CENTRE** is one of Manitoba's only non-profit organizations dedicated to helping entrepreneurial women address the unique challenges facing them as they build their business. The Centre also offers business workshops and seminars to give their clients opportunities to learn new skills, gain valuable information and network with other entrepreneurial women.

The Women's Enterprise Centre's Loan Program provides loans of up to \$100,000.00 offering many benefits.

Winnipeg Area

Business Office: 130 - 240 Graham Avenue, Winnipeg, Manitoba - R3C 0J7

Phone Number: (204) 988-1860 Toll Free: 1-800-203-2343

TTY: (204) 988-1870 Fax Number: (204) 988-1871

Website: [HTTP://www.mbnet.mb.ca/wec/](http://www.mbnet.mb.ca/wec/)

The WOMEN'S ENTERPRISE CENTRE

Northern Manitoba Region

Business Address: 103 - 3 Station Road, Thompson, Manitoba - R8N 0N3

Phone Number: (204) 778-7811

Interlake and Southern Manitoba Region

Business Address: 11 - 2nd Street, Portage La Prairie, Manitoba - R1N 1R8

Phone Number: (204) 857-9859

The **Canada/Manitoba Business Service Centre** is the newest and most comprehensive business service centre in Manitoba, offering one-stop access to all business information.

The centre could provide assistance on :

- starting a business
- expanding into export markets
- intellectual property protection information
- international business intelligence
- Canadian and foreign manufacturer listings
- federal and provincial programs to help businesses reach their full potential
- government services and regulations concerning business development

The Canada/Manitoba Business Service Centre has one of the country's most extensive collections of business, trade and industrial publications; video and audio tapes; magazines, periodicals; newspapers; CD-ROMS; databases; and directories.

Business Address: 250 - 240 Graham Avenue, Winnipeg, Manitoba - R3C 4B3

Phone Numbers: (204) 984-2272

Toll Free: 1-800-665-2019

Fax Number: (204) 983-3853

Infifax: (204) 984-5527 - 1-800-665-9386

E-mail: Manitoba@cbsc.ic.gc.ca

Website: www.cbsc.org/manitoba

Asper Centre for Entrepreneurship, University of Manitoba - The Centre's goal is to improve the entrepreneurial skills of Manitoba's youth through educational programs, exposure to established entrepreneurs and practical experience

Phone Number: (204) 474-8443

Website: www.umanitoba.ca/outreach/asper_centre

Student Business Centre - an entrepreneurship resource centre with services including workshops, one-on-one training and counselling, resource library and access to the Internet and fax machines.

Phone Number: (204) 783-3086

Canadian Youth Business Foundation - has developed a new program to finance 5,000 businesses run by youth between ages 18 and 29 over a five-year period. Having aided firms such as Air Canada, IBM Canada and Bank of Montreal, the foundation provides loans of up to \$15,000, the average being \$7,500.

Phone Number: 1-800-464-2923

Website: www.cybf.ca/main.htm

Western Economic Diversification Western Youth Entrepreneur - loan program, administered by the Community Futures Development Corporation (CFDC), offers young rural Western Canadians between the ages of 18 - 25 business counselling, mentoring and loans up to \$10,000 to start their own businesses.

Phone Number: 1-800-665-2019

Aboriginal Business Canada - youth initiative provides services and financial support to Canadian status and non-status Indians, Inuit and Metis between the ages of 18 -29.

Phone Number: (204) 983-7316

Website: www.abc.gc.ca

The Business Development Bank of Canada - offers different business programs and loans to entrepreneurs.

Phone Number: 1-888-463-6232

Website: www.bdc.ca

Section 4

Job Search Preparation

Resumé Writing

Cover Letter

Job Prospecting

Interview Pointers



Resumé Writing

BASIC PRINCIPLES OF RESUMÉ WRITING

One of the most effective tools in your job search is an impressive resumé. A resumé is a written presentation of your qualifications, skills and your value to an organization designed to entice potential employers to give you an actual job interview. Your resumé must be developed based on factual and honest information.

Here are some of the basic principles of resumé writing:

- One to two pages is the standard. The first page of your resumé must get the reader's attention. List of references may be listed separately which will be your page 3.
- Never handwrite your resumé.
- Choose a font that is easily readable such as Times New Roman, Arial, Courier. The font size should be between 10 and 14 points.
- Personal information such as birth date, age, weight, height, marital status and Social Insurance Number (SIN) must not be included in your resumé.
- You don't have to use "I", "me", "my", " myself" to refer to yourself in your resumé.
- You may include your hobbies and other interests if they will contribute to your job or career goals.
- Avoid the use of abbreviations; exceptions include middle initial.
- Do not include your wage history and/or salary expectations.
- It is very important to make sure that there is no typographical, spelling or grammatical errors. Never send out a resumé with handwritten corrections.
- **Proofread, proofread, proofread.** Have someone else proofread your resumé.
- Print your resumé on a computer printer using 8 1/2" X 11" quality white bond paper. Never print on a dot matrix printer nor use fancy/catchy colourful paper.
- If sending photocopies, make sure your resumé is neat, no smudges and marks.
- Do not staple or fold your resumé when mailing or sending out your resumé.
- Always include a cover letter.

Please see sample resumé on page 32.

When you are ready to write your resumé, you can use the resumé pointers (below) and the resumé template on page 33.

RESUMÉ POINTERS

CONTACT INFORMATION

- Name - write full first and surname. Avoid nicknames. You can use **14** to **18** font size. Type in bold to make it stand out.
- Address - complete address - street number, name, city, province, and postal code
- Phone Number - it is important to include your area code; provide a phone number where you can be reached immediately or by answering machine. If you have an alternate phone number for messages you may also include that.

PROFILE

A 2 - 3 line brief self-description - you may state your outstanding personal qualities; summary of your employment experiences and qualifications that are related to the job which you are seeking. Since this portion of your resumé is read first, you are likely to get the employer's attention.

Sample A: An experienced electronic assembler for more than seven years in an ISO 1400 manufacturing facility. A dependable, hardworking team player who consistently produces high quality, high volume work with minimal supervision.

Sample B: A resourceful, versatile and detail-oriented team player. Committed to learning new systems and technology, mastering new skills and knowledge.

Sample C: A results-oriented and bottom-line focused professional with over 10 years of extensive hands-on experience in accounting and management in the retail industries. A resourceful and intuitive team player with excellent people skills.

ACCOMPLISHMENTS

An accomplishment statement must be an employment-related action that has been duly noted or documented by your supervisor or by the company for your outstanding performance which resulted in:

- expanded customer base
- improved working conditions
- increase in sales
- reduced costs /waste

Accomplishments could be -

- An award or commendation you have received from your previous employer or from an organization for your active involvement in a project
- On-the-job or work related training you have successfully completed
- A recognition for a proven track record of outstanding job performance or a promotion from one job to a higher position in the company
- Something you have invented or created
- Tactfull handling of challenging situations in the workplace

AREAS OF EFFECTIVENESS or SKILLS AND ABILITIES

List your work-related capabilities, marketable and transferrable skills. You must keep in mind not to over-sell yourself by using words or statements that you cannot prove or support or, even worse, don't know the meaning of. It is also very important that the skills you are presenting also match the requirements of the occupations that you are seeking.

You may also use your job descriptions (duties and responsibilities).

Be specific and use short sentences.

Use action words to emphasize your skills and abilities .

EMPLOYMENT HISTORY or WORK EXPERIENCES

Employment history means that you have been gainfully employed in a paid job, while work experiences are commonly referring to the on-the-job training or apprenticeship or practicum in order to complete a course, and are mostly without salary.

In presenting your employment history, start from the most recent, listing employers within the last 10 years, if you have worked over ten years.

- You may use bold font on your job title(s) to give emphasis.
- Provide the exact company name. Some people include in their resumé the address and phone number of the company. Others prefer not to volunteer this information if they don't want a prospective employer to be able to easily call a previous employer for references.
- For your employment period, you may just present the month(s) and the year(s) or just year(s) if you have changed jobs frequently .

VOLUNTEER EXPERIENCES

List volunteer experiences to show your community involvement as well as a means of gaining additional skills towards your employment or career goals.

ORGANIZATIONAL/PROFESSIONAL MEMBERSHIP

Avoid mentioning controversial organizations, religious or political affiliations unless they are directly related to the position or company you are considering to pursue.

EDUCATIONAL BACKGROUND

Start from your most recent education, degree or certificate earned as well as your field of specialization.

ADDITIONAL TRAINING/SEMINAR ATTENDED

You can include company sponsored training, on-site or on-the-job training, seminars and workshops, especially if they are job related.

REFERENCES

It is a MUST to seek permission before using someone as a reference. Your list of at least 3 references must be people you know or have worked with and who can speak about your work ethic, skills and some personal attributes.

WEBSITES FOR RESUMÉS/INTERVIEW TECHNIQUES

Internet Job Locator

This site allows you to post your resumé and has a link to Job Search Interfaces Around the Net. This allows you to research different companies.

<http://www.joblocator.com/jobs/>

Career Centre

Successful resumé tips and cover letter creativity. Interviewing insights and frequently asked questions.

<http://monster.com/pf/mb/client/ui/careerc/resource.htm>

Job Seekers Centre/Recruits Centre

This site will post resumé for Canadian job seekers.

<http://www.jobshark.com>

Career Locksmith

Proven successful techniques in resumé preparation, job search and interview tips, the Key of "B" Sharp - your guide to career strategy.

<http://www.careerkey.com/carlock.htm>

Self-promotion Skills

To improve your job-finding opportunities, here is the place to spend some time reviewing resumé writing, cover letters and interview techniques.

<http://www.harbour.sfu.ca/sewist/pathfinder/selfpromotion.htm>

Kaplan Career Centre

Wacky Job Interview Game, resumé & cover letters, interviews, success on the job and others.

<http://www.kaplan.com/career/>

JobWeb - Catapult - Career Planning Resources (U.S. production)

Career Planning Resources, such as resumé, interviews and job search, cover letters, guide to writing reference letters and more.

<http://www.jobweb.org/>

Resumix On-Line Resumé Marker (U.S. product)

Information on creating a resumé, how to write an electronic resumé and other on-line resumé and job resources.

<http://www.resumix.com/>

The Monster Board (U.S. product)

A resumé bulletin board with assistance in resumé building, job search and employer profiles.

<http://www.monster.com/mb/client/ui/mb60home.htm>

Edwin Y. Luxton

303030 Flores Avenue
 Winnipeg, Manitoba
 R3W 9P9
 Phone (204) 272-1977

❖ Energetic ❖ Team Player ❖ Positive Thinker ❖ Fast Learner

Skills and Abilities

- Can take and follow instructions; likes serving and helping people
- Possesses agility, speed, strength or stamina to accomplish task
- Eager to learn new skills and technology; adaptable to different situations
- Enjoys hard work. Outgoing, very active with zest for life
- Cooperative, reliable, loyal and interactive team member
- Diligently involved in competitive team sports for personal enrichment

Employment

| | |
|-----------------------------------------------|-------------|
| Assembler Electronics Manufacturing | 1999 |
| Meat Clerk, Cleaner A-1 Meat Store | 1999 |
| Cook, Server Crispy Chicken | 1998 - 1999 |

Volunteer Experiences

| | |
|------------------------------------------------------------|-------------|
| Cook, Gym Supervisor North West Community Centre | 1998 - 1999 |
| Host Science Fair | 1998 |

Education and Training

| | |
|------------------------------------------------------------------|------|
| Youth Employment Network Alicia Rae Career Centre Inc. | 1999 |
| Grade 12 Adult Education | 1998 |

References

Available upon request

(Sample 1)

First and Last Name

Apt. No. Street No. & Name

City, Province - Postal Code

Phone: (204) _____

Messages: (204) _____

PROFILE (Brief self-description)

SKILLS AND ABILITIES

- _____

- _____

- _____

- _____

EMPLOYMENT/WORK EXPERIENCES

(From most recent)

Start Date - Last Date (Month & Year)

Position Title: _____ Duration _____

Company Name: _____

VOLUNTEER EXPERIENCES

Position Title: _____ Duration _____

Company Name: _____

Position Title: _____ Duration _____

Company Name: _____

EDUCATION AND EXPERIENCE

(From most recent)

Training Program: _____ Duration _____

Delivered by: _____

Training Program: _____ Duration _____

Delivered by: _____

Course: _____ Duration _____

Name of School: _____

Grade Level: _____ Duration _____

Name of School: _____

REFERENCES

Name _____

Position Title _____

Name of Company _____

Address _____

Postal Code _____

Phone (204) _____

Name _____

Position Title _____

Name of Company _____

Address _____

Postal Code _____

Phone (204) _____

Name _____

Position Title _____

Name of Company _____

Address _____

Postal Code _____

Phone (204) _____

April P. Albert

124 San Antonio Avenue

Winnipeg, Manitoba

R7X 0R8

Phone (204) 272-1977

An energetic, productive team player and a progressive thinker with an enthusiastic approach to continual professional growth in the organization. Highly capable of handling a variety of challenges and responsibilities, and accomplishes tasks efficiently.

CAREER ACHIEVEMENTS

- ❖ Proven track record of rising from the ranks to responsible positions
 - hired as a Secretary and in no time promoted to Manager position with Leony's Beauty Products
 - hired as Assistant Product Manager, eventually promoted to become the Managing Director at Hilton Computer
- ❖ Recognition for being the **EMPLOYEE OF THE MONTH** at Hilton Computer

AREAS OF EFFECTIVENESS

- ❖ Sound marketing and daily operation management of 10 franchise stores
- ❖ Efficient office management responsible for the following tasks:
 - up to date accounts payable and receivable
 - accurate invoicing, costing, ordering of inventory stocks and office supplies
 - professional handling of orders by phone & ensuring that deliveries are made on time
 - active involvement in trade shows to showcase products
 - proficiency in cash sales management, data entry, filing, and typing
- ❖ Excellent people skills. Can relate effectively to people at all organizational levels, various ages, cultures and social economic backgrounds and always treats others with openness, directness, fairness and commitment
- ❖ Effective communication and customer service abilities and proficient at liaising to obtain desired results in building long term customer relationships as well as expanding the company's customer base
- ❖ Hands-on experience in manual and computerized payroll

EMPLOYMENT HISTORY

| | |
|-----------------------------------------------------------------|----------------|
| MANAGING DIRECTOR | 1998 - Present |
| ASSISTANT PRODUCT MANAGER Hilton Computer | 1997 - 1998 |
| MANAGER Beauty Products Distribution Leony's Beauty Products | 1993 - 1997 |
| SECRETARY Leony's Beauty Products | 1992 - 1993 |
| PAYROLL CLERK/RECEPTIONIST Leony's Beauty Products | 1991 - 1992 |

EDUCATION AND TRAINING

| | |
|------------------------------------------------|------|
| Bachelor of Science in Commerce -Marketing | 1991 |
| Secretarial Course Diploma State University | 1987 |

REFERENCES

Ms. Betsy Luke
 Vice President - Administration
 Hilton Computer
 2721 London Street
 Winnipeg, Manitoba
 R2B 8N8
 Phone: (204) 767-2459

Mr. Robert
 Vice-President - Marketing
 Hilton Computer
 2721 London Street
 Winnipeg, Manitoba
 R2B 8N8
 Phone: (204) 767-2459

(Sample 2)

First and Last Name

Apt. No. Street No. & Name

City, Province - Postal Code

Phone: (204) _____

Messages: (204) _____

PROFILE *(description of outstanding personal qualities)*

ACCOMPLISHMENTS *(outstanding past work-related performances)*

AREAS OF EFFECTIVENESS *(Work-related capabilities and transferable skills)*

- ---

- ---

- ---

- ---

EMPLOYMENT/WORK EXPERIENCES

(From most recent)

Start Date - Last Date (Month & Year)

Position Title: _____ Duration _____

Company Name: _____

VOLUNTEER EXPERIENCES

Position Title: _____ Duration _____

Company Name: _____

Position Title: _____ Duration _____

Company Name: _____

PROFESSIONAL MEMBERSHIPS/DESIGNATIONS

Position Title: _____

EDUCATIONAL BACKGROUND

Highest Educational Attainment: _____ Duration/Year Completed _____

Degree/Diploma/Field of Specialization _____

Name of School/Institution _____

Grade Level _____ Duration/Year Completed _____

Name of School _____

ADDITIONAL TRAINING/SEMINAR ATTENDED

Training/Seminar Title _____ Duration _____

Delivered by _____

REFERENCES

Name _____

Position Title _____

Name of Company _____

Address _____

Postal Code _____

Phone (204) _____

Name _____

Position Title _____

Name of Company _____

Address _____

Postal Code _____

Phone (204) _____

Name _____

Position Title _____

Name of Company _____

Address _____

Postal Code _____

Phone (204) _____

Cover Letter

Your cover letter is equally important as your resumé. Cover letters are business letters and therefore must be straight to the point and a good expression of your intention of pursuing a job and career opportunity.

COVER LETTER POINTERS

- Don't forget the date you wrote your letter
- Address the letter to a specific contact person by name, if possible. On the second line, write the contact person's position title i.e. Manager.
Address must be accurate and complete, stating street number and name, city, province and postal code.
- Salutation must be addressed to the specific contact person's name. If you do not know the contact person, you write - Dear Sir/Madam:
- The first paragraph of your cover letter should state that you are applying for a job. If you are responding to an advertisement or any job posting, say so immediately stating the position, reference or competition number (if applicable) the date and where you saw the ad or posting.

It is all right to state if you have been referred by somebody or simply doing a cold call.
- The second paragraph is your opportunity to tell the employer what you have to offer. Remember, what you state in this paragraph can make the difference. This should serve as your introduction for your resumé and not a mini version of your resumé. You can state the summary of your skills and experiences which are relevant to the position or may be of interest to the employer. You will have a better idea about the company's requirements if you have done your research before writing your cover letter.
- The third paragraph is optional but you may use this as your opportunity to show your potential employer that you have done your homework by researching the company and showing how your skills closely match their requirements.
- In the last paragraph, it is appropriate for you to express your appreciation for the reader's time and kind consideration as well as your eagerness to meet with him/her for a personal interview. You may also state your intention to make a follow-up call in a week's time.
- Don't forget to affix your signature right above your name.

JASON ST. JAMES

29200 St. James Street, Winnipeg, Manitoba - R3C 2P2

Phone (204) 922-1111

December 25, 1999

Mr. Pete Jack
General Manager
XYZ Corporation
1-200 Jones Street
Winnipeg, Manitoba
R2X 3B9

Dear Mr. Jack:

I read, with a great deal of interest, your advertisement in the December 24, 1999 Saturday edition of the Winnipeg Free Press. Please consider my resumé in your search for a Purchasing Manager.

I have over 15 years of progressive hands-on purchasing/warehouse experience. I have developed and utilized a broad sense of skills to efficiently handle large work loads with quality and timely results. I am accustomed to a fast-paced environment where deadlines are priorities. The success enjoyed over my career has been the result of my ability to gain the cooperation and support of those I work with.

I truly admire your reputation in the industry, being one of the 1998 top 100 companies in Manitoba. Based on my research, you give equal opportunity to your employees to pursue skills upgrading and training to prepare them for higher management positions as the need arises. Your company offers the kind of career opportunity I am seeking. I am confident that my experiences in these areas will prove to be an asset to your company.

I would like very much to meet you for a personal interview so we can discuss both my qualifications and enthusiasm for a position with your organization.

Thank you very much for your time. I look forward to a favourable response.

Sincerely yours,

Jason St. James

(SAMPLE COLD CALLS LETTER)

Date
Name of Contact Person
Position Title
Name of Company
Address
Postal Code

Dear _____ :

I am interested in obtaining a position with your company. Enclosed please find my resumé for your review.

I admire the _____ (name of company) _____ for its innovations and strong reputation in the industry, and I would consider it a tremendous career opportunity to be associated with your enterprising team.

You will find most of the necessary background information contained in my resumé. I am a highly motivated professional who is looking to join a progressive company that could benefit from an individual who is ready to give 100% performance, time and commitment. I have developed excellent management, organizational and people skills with my years of progressive hands-on experience in _____ industry.

With the combination of my skills, capabilities and experience, I believe I can make a unique and positive contribution to the _____ (name of company) _____. I will look forward to hearing from you to schedule a personal interview at your convenience, during which I hope to learn more about the position, your company’s plans and goals and how I can contribute to the success of your team.

I may be reached at _____ (area code) Telephone number _____.

Thank you very much for your time.

Sincerely,

Name of Applicant

Job Prospecting Activities

Finding a job is a full-time job. It takes time, a lot of effort, energy and most of all patience. It is very important that you don't leave any stone unturned. It is vital to look at the labour market trends or new occupations that are developing related to your field of interests and experiences. So where are the jobs and how do you find them?

Networking - up to **80%** of jobs are not advertised in the papers. Make networking contacts through family, friends, professional organizations, associations and former employers and/or co-employees. You may also check telephone books, business directories and trade journals for list of potential employers.

Advertisements - up to **15%** of jobs available are advertised in the local newspapers and community papers. Daily postings can also be accessed through **Job Banks** mostly located in the following Employment Centres in Manitoba:

EMPLOYMENT CENTRES/JOB BANKS

Winnipeg

391 York Avenue
Winnipeg, MB R3C 0P4
(204) 945-8341

St. Boniface

1031 Autumnwood Drive
Winnipeg, MB R2J 1C6
(204) 945-8341

Winnipeg Southwest

2527 Portage Ave., Unit A
Winnipeg, MB R3J 0P1
(204) 945-8341

Winnipeg Northeast

1122 Henderson Hwy
Winnipeg, MB R2G 1L1
(204) 945-8341

Employment Connections

391 York Avenue
Winnipeg, MB R3C 0P4
(204) 945-4275

Employment & Training Partnerships

Program Coordination Unit
(204) 945-5412

Portage La Prairie

1016 Saskatchewan Ave.
Portage La Prairie, MB
R1N 3V2
(204) 239-3085

Morden

158 Stephen Street, Unit 1
Morden, MB R6M 1T3
(204) 822-2325

Brandon

Provincial Building
2nd Floor, 340 - 9th Street
Brandon, MB R7A 6C2
(204) 726-6908 or (204) 726-6909

Westbran Workbase

2005 McGregor Avenue
Brandon, MB R7B 3X4
(204) 727-6612

Dauphin

135A - 2nd Ave. NE
Dauphin, MB R7N 0Z6
(204) 622-2233

Swan River

201 Fourth Avenue South, Box 997
Swan River, MB R0L 1Z0
(204) 734-3491

Selkirk

237 Manitoba Ave. Unit 100
Selkirk, MB R1A 2M8
(204) 785-5295

Gimli

64 Second Avenue, Box 1589
Gimli, MB R0C 1B0
(204) 642-6020

Steinbach

Main Floor - 321 Main Street
Steinbach, MB R0A 2A0
(204) 346-6057

Beausejour

20 1st Street S., Box 50
Beausejour, MB R0E 0C0
(204) 268-6027

Thompson

3 Station Road, Room 118
Thompson, MB R8N 0N3
(204) 677-6667

The Pas

305 - 4th Street, Box 7
The Pas, MB R9A 1K3
(204) 623-3495

The Pas Training Site

340 Third Street East, Box 7
The Pas, MB R9A 1K3
(204) 623-3495

Flin Flon

143 Main Street
Flin Flon, MB R8A 1J8
(204) 687-1687

CAREER WEBSITES DIRECTORIES

You can also get some job leads or post your resumé by searching the Internet and visiting the following **CAREER WEBSITES**:

1. <http://www.hrdc.drhc.gc.ca>
2. <http://ein.ca.st-thomas.on.ca/agencies/cec/jobbank/national/search.html>
3. <http://www.mb.hrdc-drhc.gc.ca>
4. <http://www.gov.mb.ca/csc/06access.html>
5. <http://www.city.winnipeg.mb.ca>
6. <http://canworknet.ingenia.com/canworknet/>
7. <http://www.irus.rrri.wwo.ca/~lavw/job-can.html>
8. <http://www.corel.com/>
9. <http://www.iquest.net/occ>
10. <http://www.careers.org/index.html>
11. <http://www.hookup.net/~jobsat/js-home.him>
12. <http://www.monster.com>
13. <http://www.freelancer.com/fjb00010.html>
14. <http://www.conveyor.com/space/jobs.html>
15. <http://www.healthsearch.ca/>
16. <http://www.theglobeandmail.com/careerconnect/>
17. <http://www.cs.cmu.edu/Web/Unofficial/Canadiana/CA-zines.html>
18. <http://www.microsoft.com/canada/>
19. <http://www.jobweb.com>
20. <http://chronicle.merit.edu/ads/.links.html>
21. <http://nero.aa.msen.com/>
22. <http://www.teleport.com/~pcllgn/gaj.html>
23. <http://www.etc.bc.ca/provdocs/job-futures/Contents.html>
24. <http://www.claitors.com/ooh/ooh00001.htm>
25. <http://stats.bls.gov/ocohome.htm>
26. <http://www.labor.state.ny.us/library.htm#>
27. <http://www.ventura.com/jsearch/unique/15683/jshome2a.html>
28. http://www.jobtrak.com/jobsearch_docs/pointers.html
29. <http://www.netline.com/Career>
30. <http://www.cweb.com>
31. <http://www.careermosaic.com>
32. <http://www.occ.com>
33. <http://www.careermag.com/careermag>
34. <http://helpwanted.com>
35. <http://www.cbcs.org>
36. <http://www.JobBus.com>
37. <http://www.youth.gc.ca>
38. <http://www.nationjob.com>

JOB PROSPECTING ACTIVITIES, COLD CALL SCRIPTS

EMPLOYMENT AGENCIES - Approaching an employment agency can give you opportunities to reach out to employers who are actively looking for the right candidates for positions that they want to fill without being swamped by hundreds of resumés or phone inquiries. The companies will pay the fees to the agencies for handling all the recruitment, screening, pre-selection and referrals of applicants for and on their behalf. The most common practice is that the name of the company and the contact person will be kept anonymous until potential candidates, who mostly likely meet their requirements, have been selected for interviews and job offers.

Government postings are being handled by Public Service Commission - **ACCESS 1-2-3**. Job postings and competition numbers can be checked by calling Phone No. **(204) 984-4636**. You may also register with the agency for their database for future job openings.

Private employment agencies, on the other hand, can refer you mostly to private companies both for part-time or full-time; permanent, temporary or casual jobs. You can register to as many private employment agencies you can find the yellow pages of the phone book. You just have to make sure that you will not pay any processing or placement fees since the company pays the agency fees. Don't hesitate to ask as to all the terms and conditions of your job placement.

WAYS TO APPROACH EMPLOYERS

1. You can send your resumé with cover letter to potential employers thru mail, fax or e-mail. When mailing your resumé and cover letter, make sure not to use a letter envelope nor fold your resumé. Make proper address and senders labels and affix appropriate stamps.
2. Some employers prefer to hire someone they know personally or through their present employees or mutual acquaintance. Don't hesitate to give your friends or relatives copies of your resumé.
3. If job postings/advertisements state that you can drop off resumé or you would like to do a personal "cold-call" approach, you may use the sample scripts on this page as your guide.
4. You may also want to try an Informational Interview. This is a cold-call/networking strategy wherein you are just trying to create an opportunity to meet people who may be in the position to give you some insights about your career choice or have the authority to hire without directly asking for a job. A sample of script and guide is available for your use on page 48.

Remember -

- Avoid making cold calls on Monday morning, especially the first 2 hours, or the last 2 hours on Friday, as you are likely to be perceived as more of a nuisance than an eager job seeker.
- Always send a thank-you letter after your personal cold call or actual job interview.
- Keep in mind to touch base with your new network contacts after a week or so.
- Keep track of your job search activities using a weekly planner. See sample on page 49.

COLD CALL SCRIPT (PERSONAL/WALK-IN)

Good (Morning/Afternoon)

My name is _____

I am presently seeking employment opportunities and I would appreciate if you would allow me to give you a copy of my resumé, or if you can refer me to the person in charge of hiring in your company.

** If referred to the "hiring personnel":*

Hi, my name is _____

I am presently seeking employment opportunities related to my _____ experience/
background in your company.

Note: Listen attentively to what the “hiring personnel” is asking/saying. Be direct with your answers to the questions being asked. Show eagerness to start a career with the company.

*** If NOT REFERRED - and the person is willing to accept your resumé:**

Hand-in your resumé and say:

Thank you very much for your assistance. Will it be all right if I make a follow-up call?

When will it be convenient for me to call you? I would also appreciate if you can pass my resumé to anybody you know who may need my skills as I am really eager to work immediately.

Note: Try to get her/his business card or name, telephone number, company name and address for your record.

Before leaving the office:

Again, thank you very much for your time and assistance. Have a great day, (name of the person who entertained you)!

Make sure you write the date and time you can make the follow-up call as a reminder and keep in mind to do so.

Cold Call Script and Guide - INFORMATIONAL INTERVIEW

Good (morning, afternoon)

My name is _____.

I am currently planning a career in the field of _____.

I find your company quite interesting so I would simply like to meet with you for (10 or 15) minutes to know more about your company.

Would you be available on (date and time) or is there any schedule you can spare for us to get together?

NOTE:

If schedule has been set:

Thank you for your time and I will see you on

Date: _____ Time: _____

If the contact person refuses to entertain your request:

Please be assured that I am not going to ask you for a job.

I just need an experienced professional/person to give me some insights about my chosen career.

QUESTIONS TO ASK DURING INFORMATIONAL INTERVIEW

1. How long have you been working here?
2. How did you get the job in this company?
3. What are the skills that the company requires for the position?
4. How could an aspiring job applicant fit in your organization?
5. Can you share with me the future prospects of this company? (or of this industry)

NOTE

1. Get the exact address, contact person to see.
2. Confirm date and time of appointment. **AVOID CANCELLATION.**
3. Bring resumé, references, pen, paper.
4. Dress appropriately.

Job Interview Pointers

Information to obtain for job interview schedule:

1. Company's name, address, phone number
2. Name of person(s) to see; date and time
3. For what position will you be interviewed

Things to remember:

1. Don't chew gum or smoke during the interview
2. Definitely no alcohol beforehand
3. Never criticize your last employer or complain about your past job(s)
4. Research the company and job/position

Things to prepare:

1. Appropriate attire - clean and pressed clothes; don't wear jeans if applying for office job. Avoid excessive use of perfume or cologne. Less is best when wearing jewellery
2. Grooming preparation - hair, nails, shoes
3. Rehearse your responses to possible questions you may asked. Have somebody do a mock interview with you.

Things to bring:

1. Two (2) copies of resumé
2. List of References or copy of reference letters or employment certification
3. Note paper and pen

INTERVIEW PROCESS

A. FIRST FIVE (5) MINUTES

- First impressions are lasting. Do your best to project a very good impression, one that will make your interviewer remember that you are the right candidate for the job
- Be Punctual - at least 10 minutes earlier than schedule
- Project confidence and enthusiasm; be friendly and courteous
- Handshake - firm handshake as you introduce yourself
- Be conscious of your "body language and facial expressions"
- Maintain good eye contact **AT ALL TIMES**. Listen carefully; take time to consider your responses to the questions being asked
- Watch tone of voice - consistently alive and alert; give clear answers
- **ALWAYS SHOW YOUR POSITIVE ATTITUDE AND SELF-CONFIDENCE**

B. OPENING

- Thank the interviewer for the opportunity he/she gave you to meet him/her for personal interview.
- Wait to be seated

INTERVIEW POINTERS

C. INTERVIEW SESSION POSSIBLE QUESTIONS AND SUGGESTED RESPONSES. USE THE SPACES PROVIDED TO PREPARE YOUR OWN RESPONSE.

1. Tell me something about yourself.

Keep your answer up to 2 minutes. You may use your resumé "profile"

2. Why did you decide to seek a position with our company?

Express your interest to be associated with their company and what it is that appeals to you based on your research about their company.

3. What do you know about the company?

Do your best to research the company before interview. If you have done that, you can honestly say that "you have studied the information that is publicly available about the company such as - years in business, number of employees, products and services".

4. What is your greatest strength?

Identify your key strength that is relevant to the company's needs.

5. What about your weakness?

Use a strength which if over done, can get in your way and become a weakness. It is also important that you recognize that it is also a weakness and therefore you are doing something to have it under control.

6. What are your short and long term objectives?

In expressing your short and long-term goals, make sure that you give due consideration to your possible employment with the company. Avoid any potential conflict of interest.

Short term _____

Long term _____

7. What accomplishments have given you the most satisfaction? Why?

Pick out accomplishments that the company will see as being important and to their advantage.

8. What major work problem or situation have you encountered and how did you deal with it?

Consider past experiences which represent success in solving previous employers' problems which may be applicable to your prospective employers

9. Why did you leave your last job?

State factual reason as your potential employer may have a way of checking out the information with your past employers. Always use proper discretion and tact.

10. What is your salary expectation?

If you have the means, try to explore the typical salary range for similar positions, preferably in the company. You will be in a better position to present your salary expectation when you know the scope of your job.

QUESTIONS TO ASK THE INTERVIEWER

1. Would you describe the job duties and responsibilities of this position?
2. What is the biggest challenge that the position will present to the successful candidate?
3. What are the future growth plans of your company?
(new products, services and manpower requirements)

Thank You Letter Sample

Sample of Thank you and follow-up letter (after face-to face meeting)

January 14, 2000

Mr. John Smith
Office Manager
AIMS International
1234 Osborne Street
Winnipeg, Manitoba
R3C 2R2

Dear Mr. Smith:

I would like to thank you for taking time to meet with me last Friday. In addition to experiencing a very enjoyable and informative interview, I left your office very enthusiastic about the position you are seeking to fill.

The tour was especially great. I do appreciate your having extended that added favour to the interview. I am, of course, looking forward to hearing from you in a positive way. Being a part of your office and the innovative team of AIMS International is, indeed, an enticing prospect. Please be assured that I am ready for any "start date" you select.

I remain

Very truly yours,

Peter Y. Jones

Section 5

Community Services



Adult Literacy and Continuing Education

Address: 400 - 209 Notre Dame Avenue, Winnipeg, Manitoba - R3B 1M9
Phone: (204) 945-8247; 1-800-282-8069 Ext.8247
Fax: (204) 945-0221
E-mail: tlumb@edu.gov.mb.ca

Serves as a resource for the implementation of the provincial literacy initiative. Coordinates and manages a range of community-based and workplace adult literacy programs

Age & Opportunity

Address: 2nd Floor-283 Portage Avenue, Winnipeg, Manitoba - R3B 2B5
Phone: (204) 956-6440
Fax: (204) 946-5667
E-mail: agenoppo@mb.sympatico.ca

Offers legal, financial, educational and recreational programs, health promotion and nutrition, income tax preparation, foot care clinics and congregates hot meal programs

Anishinaabe Child & Family Services

Head Office: General Delivery Farford, Manitoba - R0C 0X0
Phone: (204) 659-4546
Fax: (204) 659-5877
Winnipeg: 286 Smith St. Winnipeg, Manitoba - R3B 2H1
Phone: (204) 942-0788

Provides child welfare services including counselling, emergency homemaker, foster care

Anxiety Disorders Association of Manitoba

Address: 2nd Floor-825 Sherbrook Street, Winnipeg, Manitoba - R3A 1M5
Phone: (204) 925-0600
Toll Free: 1-800-805-8885
Fax: (204) 786- 0860

Offers support, education and intervention program to individuals suffering from panic and anxiety disorders.

Canadian Association of Non-employed

Address: 100 - 222 Furby Street, Winnipeg, Manitoba - R3C 2A7
Phone: (204) 772-2952
E-mail: cane@pangea.ca

Addresses the issue of unemployment by providing advocacy, support and information for those who are unemployed, underemployed, part-time or contract workers.

Canadian Human Rights Commission

Address: 242 - 240 Graham Avenue, Winnipeg, Manitoba - R3C 0J7
Phone: (204) 983-2189
TDD: (204) 983-2882
Fax: (204) 983-6132

Receives inquiries regarding human rights and discrimination. Investigates complaints filed under the Canadian Human Rights Acts.

Career and Job Search Services

Address: 301 & 322 - 280 Smith Street Winnipeg, Manitoba - R3C 1K2
Phone: (204) 947-9470

A job finding club, three weeks in length, with an extra three weeks client-driven employer contact/job assistance/placement component.

Centre de Ressources Communautaire Societe Franco-Manitobaine

Address: 212 - 383 Provencher Blvd., Winnipeg, Manitoba - R2H 0G9
Phone: (204) 233-4915

The project manages the employment component of a community resource centre for the Francophones of Manitoba. They provide internet access, resumé writing, interview techniques, job search tips and a job referral service.

Centre for Aboriginal Human Resource Development

Address: 304 - 181 Higgins Avenue, Winnipeg, Manitoba - R3B 3G1
Phone: (204) 989-7110
Fax: (204) 989-7113

Provides services to aboriginal people seeking employment including individual counselling, resumé preparation, interview techniques, referral to employment opportunities and on-site training in skill specific areas.

Child Day Care Office

Address: 102 - 114 Garry Street, Winnipeg, Manitoba - R3C 1G1
Phone: (204) 945-2197
Toll Free: 1-800-282-8069
Fax: (204) 948-2143

Provides fee subsidies on behalf of eligible families. Assists parents to access licensed child care.

Civil Service Commission - Human Resources Programs

Address: 9th Floor, 155 Carlton Street, Winnipeg, Manitoba - R3C 3H8
Phone: (204) 945-2332
TDD: (204) 945-1437
Fax: (204) 948-1486

A centralized referral centre for term and casual clerical and secretarial positions within the provincial government.

CNIB (Employment Within Reach)

Address: 1080 Portage Avenue, Winnipeg, Manitoba - R3G 3M3
Phone: (204) 774-5421

Offers a variety of employment services to the blind and visually impaired.

Community Financial Counselling Services

Address: 203 - 290 Vaughan Street, Winnipeg, Manitoba - R3B 2N8
Phone: (204) 989-1900 - Credit Counselling
(204) 989-1909 - Income Tax Preparation
(204) 989-1911 - Welfare Education program

Offers individual and group counselling in the areas of consumer credit, debt, and money management. Does budget planning and creditor negotiations. Prepares assessments for people contemplating bankruptcy.

Employment Dimensions

Address: 432 Ellice Avenue, Winnipeg, Manitoba - R3B 0V3
Phone: (204) 949-5300
Fax: (204) 944-9918
E-mail: epw@freenet.mb.ca
Website: [www.winnipeg.freenet_mb_ca/epw](http://www.winnipeg.freenet.mb.ca/epw)

Provides individual career assessment, job search techniques and support, informational interviews and work experience for people who have experienced mental health problems.

Offers on-going support to individuals who have obtained employment or are involved in full time education programs.

Employment Projects for Women

Address: Rm. 990-167 Lombard Avenue, Winnipeg, Manitoba - R3B 0V3
Phone: (204) 949-5300
Fax: (204) 944-9918
E-mail: epw@freenet.mb.ca
Website: www.winnipeg.freenet.mb.ca/epw

Offers pre-employment and vocational counselling for women entering, re-entering or changing careers within the workforce; provides services sensitive to the needs and requirements of Canadian-born and immigrant women.

Employment Standards Branch: Manitoba Department of Labour

Address: 604 - 401 York Ave, Norquay Bldg, Winnipeg, MB - R3C 0P8
Phone: (204) 945-3352
Toll free: 1-800-821-4307
Fax: (204) 948-3046
Website: www.gov.mb.ca/labour/standards/

Provides information regarding minimum standards of employment including hours, wages, vacations and employee rights according to provincial legislation. Investigates complaints and suspected violations of employment standards laws.

Employment Connections

Phone: (204) 942-4275

Provides job preparation, job search training and job placements to help individuals in receipt of income assistance obtain employment.

55 Plus - A Manitoba Income Supplement

Address: P.O. Box 5000
316 - 4th Ave, Carberry, Manitoba - R0K 0H0
Phone: (204) 834-3101
Toll Free: 1-800-282-8073
Fax: (204) 834-2660

A provincial income supplement program providing quarterly benefits to Manitobans 55 years and older whose income falls below established levels.

Fort Garry Women's Resource Centre

Address: 1088 Pembina Hwy, Winnipeg, Manitoba - R3T 1Z9
Phone: (204) 477-1123
Fax: (204) 475-9127

Provides information, access to community resources, a resource library, support and self-help groups, networking with community groups and volunteer opportunities.

Offers counselling for various issues including abusive relationships, childhood abuse, self-esteem, separation and divorce.

Outreach Office, 104-3100 Pembina Hwy: Has a Moms Drop-in Program Thursday mornings from 9:30 am to 11:30 am. Clothing exchange operates the first Thursday of the month from 9:30 to 11:30 am and 6:30 pm to 8:30 pm. Holds a parenting circle the second Tuesday of the month and a craft corner the last Monday of the month.

General Educational Development Tests

Address: 555 Main St, Winkler, Manitoba - R6W 1C4
Toll Free: 1-800-465-9915
Fax: (204) 325-4212
E-mail: ggros@edu.gov.mb.ca

Administers tests required for adults to achieve high school equivalency standing.

Horizons Management Systems Inc.

Address: 608 - 428 Portage Avenue, Winnipeg, Manitoba - R3C 0E2
Phone: (204) 988-6820

Provides active employment measures to become re-employed or self-employed. The 3-week program encompasses a combination of motivational training including self-esteem and self-confidence, goal setting, Creative Job Search and selling yourself.

Immigrant Credentials and Labour Market Branch

Address: 5th Floor - 213 Notre Dame Ave, Winnipeg, Manitoba - R3B 1N3
Phone: (204) 945-5432
(204) 945-6300

Fax: (204) 948-2148

E-mail: glloyd@chc.gov.mb.ca

Website: www.gov.mb.ca/chc/immsetti

Assists immigrants to gain recognition for education and work experience obtained outside of Canada. Provides information on assessment processes and procedures of professions and trades. Offers consultation on alternative career paths and training opportunities.

Income Security Programs

Address: Box 818, Station Main, Winnipeg, Manitoba - R3C 2N4
Toll Free: 1-800-277-9914 English
1-800-277-9915 French
1-800-255-4786 TTY

Fax: (204) 984-5539

Administers the Canada Pension Plan, CPP Disability, CPP Survivors Benefits, Old Age Security, Guaranteed Income Supplement and Spouse's Allowance programs.

Services provided in person at Human Resource Centres of Canada

Address: 391 York Ave
2527 Portage Ave
1122 Henderson Hwy
1031 Autumnwood Drive

International Centre of Winnipeg

Address: 406 Edmonton St, Winnipeg, Manitoba - R3B 2M2

Phone: (204) 943-9158
(204) 943-7954 Language Bank After Hours

Fax: (204) 949-0734

E-mail: icentre@escape.ca

Website: www.icwpg.mb.ca

Serves as an information centre and settlement agency for immigrants and refugees. Offers employment counselling and referrals to education and training programs. Functions as a multicultural centre for all ethnic groups. Houses the Language Bank which offers translation and interpreter services available on a 24 hour basis. Sponsors citizenship classes and community outreach programs including a youth drop-in and a community kitchen.

Journeys Adult Education Centre

Address: 315 McGee St, Winnipeg, Manitoba - R3G 1M7

Phone: (204) 987-2646

Fax: (204) 779-9671

Offers a literacy program, academic upgrading and G.E.D. preparation for adults and youth. Offers a learner centred environment with individualized programs where students study at their own pace, with one to one tutoring available.

Mount Carmel Clinic

Address: 886 Main St, Winnipeg, Manitoba - R2W 5L4

Phone: (204) 582-2311

(204) 586-1659 Dental Appointments

Fax: (204) 582-1341

A community health clinic which provides medical, nursing, dental and outreach services for individuals and families. Has an on-site pharmacy with cost of medications based on ability to pay.

Offers health education and outreach programs in areas such as diabetes, hypertension, nutrition, weight control, HIV/AIDS testing and risk reduction and smoking cessation. Offers individual and family counselling and advocacy. Provides reproductive health, birth control and pregnancy counselling.

Network South Enterprises

Address: 326 Wardlaw Avenue, Winnipeg, Manitoba - R3L 0L6

Phone: (204) 474-1959

To improve the quality of life for mentally challenged adults having extensive needs, through an individualized, one-on-one, community-based employment service.

New Directions For Children, Youth & Families

Address: 491 Portage Ave, Winnipeg, Manitoba - R3B 2E4

Phone: (204) 786-7051

Fax: (204) 774-6468

An agency concerned with the developmental potential of children, youth and families which offers family therapy, crisis intervention, residential care and educational and vocational programs.

Osborne Village Resource Centre

Address: 445B River Ave, Winnipeg, Manitoba - R3L 0C3

Phone: (204) 989-6503

Fax: (204) 477-0903

Assists individuals seeking employment with employment preparation workshops, career counselling, computer classes, public access to computers, GED preparation, high school credit courses, literacy and ESL conversational classes.

Premier Personnel

Address: 509 - 428 Portage Avenue, Winnipeg, Manitoba - R3C 0E2

Phone: (204) 949-1474

An employment assistance service for mentally challenged adults.

Prendre Sa Carriere En Main Pluri-Elles (Manitoba) Inc.

Address: 674 Langevin Street, Winnipeg, Manitoba - R2H 2W4

Phone: (204) 233-1735

Workshop offered in French. Provides skill assessment, resumé writing, interview techniques, computer basic orientation and information on accessing the job market (2-week program).

Client must be bilingual.

Reaching E-Quality Employment Services

Address: 608 - 294 Portage Avenue, Winnipeg, Manitoba - R3C 0B9

Phone: (204) 947-1609

Assists persons with physical disabilities to find employment through the provision of employment-related services such as: career exploration, information and referral to training, resumé preparation, various job search workshops, job search planning, referral to jobs and follow-up.

Red River College

Address: 2055 Notre Dame Ave, Winnipeg, Manitoba - R3H 0J9

Phone: (204) 632-2327 Registration/Day Programs
(204) 632-2311 General Inquiries/Switchboard
(204) 694-1789 Continuing Education Programs

Fax: (204) 632-9661

Website: www.rrcc.mb.ca

Access Program: 632-2180; F210-2055 Notre Dame Avenue, Winnipeg, Manitoba

Offers individuals the opportunity to take a variety of programs, who would not otherwise be able to enroll due to social, economic, or cultural reasons, geographical location or lack of formal education. Priority is given to persons of aboriginal heritage.

Sara Riel Inc.

Address: 210 Kenny Street, Winnipeg, Manitoba - R2H 2E4

Phone: (204) 237-9263

To provide clients (with psychiatric disabilities) with assessment and referral, improved job search and job maintenance skills, competitive employment, education, volunteer work and improved quality of life.

SCE Lifeworks (formerly Sturgeon Creek Enterprises)

Address: 227 - 530 Century Street, Winnipeg, Manitoba - R3H 0Y4

Phone: (204) 775-9402

To improve the quality of life of mentally-challenged adults with extensive needs, through individualized one-on-one community-based employment services.

Seniors Job Bureau

Address: 300 - 323 Portage Ave, Winnipeg, Manitoba - R3B 2C1

Phone: (204) 943-8864

Fax: (204) 942-2763

E-mail: seniors@mb.sympatico.ca

Provides a free job referral service for men and women aged 50 and older seeking part time or full time employment. Handles employment requests from businesses as well as individuals for a variety of jobs.

Settlement and Adult Language Training Branch

Address: 500 - 213 Notre Dame Ave, Winnipeg, Manitoba - R3B 1N3

Phone: (204) 945-7305

(204) 945-6300

Fax: (204) 948-2148

Coordinates the provision of adult English as a Second Language (ESL) instruction in Manitoba delivered by school divisions, community colleges, private language schools, employers and community organizations.

Provides support to programs through developing curriculum material, providing funding for program supports and assisting with professional development. Assists government departments and community agencies to increase access to programs and to provide appropriate services to immigrant clients.

Provides information, needs assessment and cross-cultural liaison to help immigrants and refugees access appropriate social services.

Success Skills Centre

Address: 616 - 1661 Portage Avenue, Winnipeg, Manitoba - R3J 3T7

Phone: (204) 786-3200

Provides immigrant professionals with cultural information regarding the Canadian labour market and practical job search skills to enable them to compete more effectively for employment opportunities.

Taking Charge! Inc.

Address: 100 - 90 Vaughan St, Winnipeg, Manitoba - R3B 2N8

Phone: (204) 925-1100

Fax: (204) 925-1105

A provincial-federal government-funded initiative that provides single parents on social assistance with the necessary tools to find employment, attain economic self-sufficiency and take charge of their lives. Offers opportunities in skills training, literacy/academic upgrading and job preparation.

Toastmasters International

Address: c/o 109 - 5 Valhalla Dr, Winnipeg, Manitoba - R2G 0X6

Phone: (204) 338-7401

E-mail: www.toastmasters.org

An organization which meets weekly with the goals of improving the communication, leadership, and public speaking abilities of its members. Offers groups in various areas of the city, with one club especially for seniors.

Winnipeg Adult Education Centre

Address: 310 Vaughan St, Winnipeg, Manitoba - R3B 2N8

Phone: (204) 947-1674

Fax: (204) 956-5049

E-mail: waec@wsdi.org

Provides academic upgrading at the high school level on a full or part-time basis for adults who have been out of school for one year or more. Offers social and educational counselling.

Winnipeg Transition Centre

Address: 1836 Main St, Winnipeg, Manitoba - R2V 3H2

Phone: (204) 338-3899

Fax: (204) 338-4299

E-mail: wtcentre@minet.gov.mb.ca

Offers a variety of job search services for individuals and groups including a job search club, resumé and interview workshops and information on self-marketing.

Women's Enterprise Centre

Address: 130 - 240 Graham Ave, Winnipeg, Manitoba - R3C 0J7

Phone: (204) 988-1860

(204) 988-1870 TTY

Toll Free: 1-800-203-2343

Fax: (204) 988-1871

E-Mail: gisele_fontaine@womentcen.mb.ca

Website: www.mbnet.mb.ca/wec/

A non-profit organization dedicated to assisting entrepreneurial women to address the unique challenges facing them as they build their businesses.

Offers advice from experienced business professionals, seminars, a mentoring program, youth initiatives, practical loan options and a resource centre.

Women's Health Clinic

Address: 3rd Floor, 419 Graham Ave, Winnipeg, Manitoba - R3C 0M3

Phone: (204) 947-1517

(204) 956-0385 TTY

Fax: (204) 943-3844

Website: www.web.net/whc

Provides medical, health education and counselling services for women.

Runs a Teen Drop-in Clinic Thursdays from 4:00 pm to 9:00 pm offering medical services, pregnancy tests, counselling, films and discussions.

YM-YWCA of Winnipeg

Address: Downtown Branch, 301 Vaughan St, Winnipeg, Manitoba - R3B 2N7

Phone: (204) 947-3044 Downtown Branch

Fax: (204) 942-5539

Has swimming, gym, recreation, sport and fitness facilities for men, women, and children.

Offers a variety of community resources. Details for all programs may be obtained by contacting any of the offices.

Programs include: camping (resident & wilderness), preschool play, youth groups, personal development, opportunities for volunteers, fitness instructors course, aerobics, water exercise, group facilitator training, day care centres, delivery of the Fine Option program, social action and advocacy.

Source: *CONTACT Community Information and Manitoba Education and Training*