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# My Guide to Employment

## For young people in the Pacific

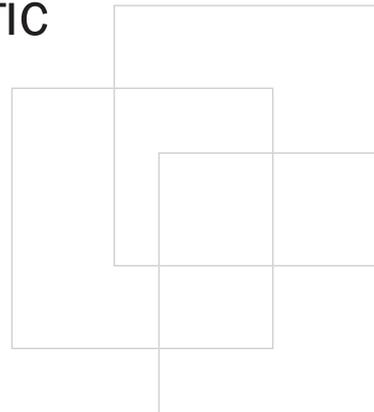






# My **Guide** to Employment

For young people in the Pacific



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# Introduction

***“Hi, I am Peni. I have graduated but I am still trying to get advice on how to apply for jobs. What good is my qualification if I don’t have a job?”***

***“Hi, I am Taru. I left school early but I am young and very creative. What do I need to start a small business?”***

***“Hi, I am Afu. I just got this awesome job. I studied hard, wrote all the right things in my application and did well in the interview. I don’t want to lose this job and I want to work towards a promotion. Where do I go for advice?”***

Young people in the Pacific continue to face similar challenges as Peni, Taru and Afu in gaining and securing employment or starting a business. With an alarming 23% youth unemployment rate in the Pacific (SPC, 2011, and young people 6 times less likely to secure jobs relative to older workers (ILO, 2013), preparing young people for the realities of the world of work is critical.

***“Hi, I am Tevita. My son completed his vocational training but he still has not found work. He is good with his skills but he needs help doing his job applications and preparing for interviews. How can I help him?”***

***“Hi, I am Paulo. I work for the youth department and we have many young people seeking assistance on finding jobs and training opportunities. What can I do to help them?”***

Parents and government officials also face similar challenges as Tevita and Paulo in providing support and advice for young people. In many cases they do not have access to resources that they can provide to young people or the capacity to develop new resources.

For many young People in the Pacific, the journey to employment can be a very lonely, confusing, exhausting and difficult experience. While these feelings can be a common part of searching for a job and starting business, staying focussed, following the right steps, being persistent and keeping control of the process as much as possible can increase their chances of gaining decent and productive employment.

My Guide to Employment is specifically designed to provide young people in the Pacific with information to equip them on their journey to employment. It helps to build a good base for the canoe to encounter the different types of waves and weaves the sails to catch the winds of opportunity. The direction it takes is also in the hands of the young people themselves.

We trust you will have a good journey.

The ILO Office for Pacific Island Countries.

# About this guide

My Guide to Employment is intended to assist young jobseekers, especially new graduates, school leavers, out-of-school and unemployed youth in their job search - whether working in waged employment or creating their own jobs.

My Guide to Employment can help you, the job-seeking reader, take that important next step of discovering some key occupations that are likely to fit your individual personality type, talent, job interests and life intentions.

My Guide to Employment is divided into Four Parts and is organized in such a way as to encourage and engage you, the young jobseeker in a 'built-in self-discovery process', of examining yourself and understanding how your personal characteristics relate to occupational choice. It provides information, worksheets and tips needed to better prepare you for your job-seeking journey and hopefully attain decent work for yourself and contribute to the improvement of lives around you.

My Guide to Employment has been adapted from the Minute Guide for Young Jobseekers (ILO, 2007), the Pacific Start Your Business Workbooks (ILO, 2009), and Finding the Job You Want (Fiji Ministry of Education, Youth and Sport). Additional information from web resources has been adapted for the Guide to ensure this is relevant to young Pacific Islanders. These websites are acknowledged and referenced at the back of the Guide.

My Guide to Employment was commissioned by the ILO Director for the Pacific Island Countries, Mr David Lamotte and developed with the support of a technical working group, including young people seeking employment and in employment, the Pacific Youth Council (PYC), Edward Bernard and Matthieu Cognac (ILO), the National Employment Center (NEC) Fiji, NGO's working with young people (National Youth Council of Fiji, Save the Children Fiji and Pacific Center for Peace Building, Fiji). This material was developed by Marie Fatiaki (Consultant).

Publication and logistical support was provided by Peter Blumel and Mere Corerega (ILO).



# Preparing to Find a Job





***When preparing to find a job you need to know what you want to do (your goals, interests, expectations) and what you have (your skills, experience, qualifications). This is an important exercise for anyone wanting to find waged employment (working for others) or self-employment (creating your own job by starting up your own small business).***

## Values, interests, motivations

### Who Am I?

How much do you know about yourself? You may know a lot about yourself. For example, your name, your address, your age, and where you are from. But can you say more about yourself? What things are important to you?

Values are beliefs that are important to you. Thinking about your values will help you answer the question “Who am I?” The better you know yourself, the easier it will be to find a job or a career that matches your values and skills.

### What Is Most Important to Me?

Can you answer the question, “What is important to me?” Do you know why those things are important to you? Think about what things in your life are important to you. Your values are the things most important to you.

Below is an example of one person’s values and how this person can make choices that relate to his values:

What is important to me?	Why?	My choices
Time with my family.	I want to spend quality time with my child, be able to put my child to bed, and have bonding time with him in the weekends.	Get a Monday-Friday normal time job.
I want to make more money.	I need to pay the bills and take care of my family.	Find a job with opportunities for career advancement.
I want to stay healthy.	I want to be able to always provide for my family.	Find a job with health benefits.
I want to help the environment	I want my children to live in a clean community.	Find a “green job” that helps the environment.

## Worksheet: What is important to me?

Rank the items on the list below in order of what's important to you, with number 1 being the most important. There are no right or wrong answers. The order you choose can help you set your goals.

- |  |  |
|--|--|
| <input type="checkbox"/> Learning new skills             | <input type="checkbox"/> Helping others          |
| <input type="checkbox"/> Having no job stress            | <input type="checkbox"/> Status, recognition     |
| <input type="checkbox"/> Working independently           | <input type="checkbox"/> My health               |
| <input type="checkbox"/> Being able to support my family | <input type="checkbox"/> The environment         |
| <input type="checkbox"/> Working with others             | <input type="checkbox"/> Money, material rewards |
| <input type="checkbox"/> Supervising others              | <input type="checkbox"/> My time                 |
| <input type="checkbox"/> Security                        | <input type="checkbox"/> Travel                  |
| <input type="checkbox"/> Career advancement              | <input type="checkbox"/> Having a car            |
| <input type="checkbox"/> Self-respect                    | <input type="checkbox"/> Owning a house          |
| <input type="checkbox"/> Education                       | <input type="checkbox"/> Helping society         |

Look at the items you ranked 1-3. These are things that you value a lot. When looking for work, find jobs or career paths that match these values.

What is important to me?	Why?	My choices

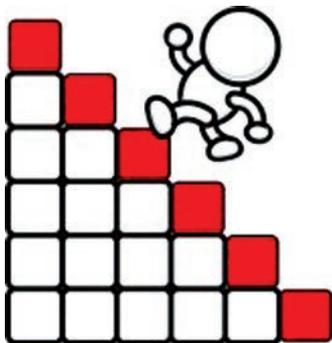
**Worksheet: What are my interests?****Circle the activities that interest you! Choose more than one if you want to!**

General interests	Possible careers
<b>Artistic/ Creative Activities:</b> do you like designing and creating attractive things?	Architect, draftsman, graphic designer, artist, interior designer, fashion designer, display artist, crafts person, translator, photographer, chef, hair dresser, fashion designer, tailor, carver, musician
<b>Clerical and administrative work:</b> do you like working in an office, keeping business records, organizing things and controlling the business?	Accountant, administration officer, finance officer, computer programmer, clerk, typist, receptionist, secretary, events manager
<b>Community services:</b> are you concerned with people welfare and interested in helping people with their problems?	Social worker, doctor, nurse, community worker, psychologist, teacher, journalist, prison officer, police officer, fire fighter, taxi driver, reporter
<b>Engineering and technical work:</b> are you interested in designing and constructing things, working with tools, machines and equipment?	Engineer, technical officer, air traffic controller, motor mechanic, carpenter, plasterer, blacksmith, factory hand, welder
<b>Reading and writing:</b> do you enjoy reading and writing?	Research officer, librarian, teacher, reporter, journalist, editor, writer, TV news reader
<b>Manual/ practical work:</b> are you good with your hands, using tools or making or mending things?	Automotive trades, building trades, upholsterer, furniture maker, joiner, garment machinist, kitchen hand, fishing, farming, crafts person, glass maker
<b>Medical work:</b> are you interested in health and working with the sick?	Doctor, dietician, nutritionist, public health officer, ambulance officer, orderly, hospital assistant, nurse

General interests	Possible careers
<p><b>Outdoor activities:</b> Do you enjoy working outdoors?</p>	<p>Civil engineer, farmer, forest ranger, park ranger, block layer, driver, fish farmer, sailor, marine biologist, archaeologist, diver</p>
<p><b>Personal contact:</b> are you interested in meeting and interacting with people?</p>	<p>Lawyer, psychologist, counselor, personnel officer, human resource officer, mediator, hotel worker, porter, receptionist, welfare worker, social worker, travel consultant, bar attendant, waiter, waitress, hostess, steward</p>
<p><b>Scientific work:</b> would you like to discover new facts and experiment with scientific things?</p>	<p>Biologist, geologist, pharmacist, lab attendant, chemist, inventor</p>
<p><b>Agricultural work:</b> Do you enjoy growing and harvesting crops or looking after animals?</p>	<p>Agronomist, agricultural officer, extension officer, farmer, fish farmer, veterinarian</p>

### Keeping Motivated!

Looking for a job or creating your own job can be very stressful. Motivate yourself by increasing your energy “deliberately” and placing yourself in positive situations. Don’t keep repeating negative thoughts in your head such as: “This is so boring, I feel depressed, I have no energy” and so on. Your thoughts affect your mood, and therefore your actions. Be responsible for your feelings. Replace negative thoughts with positive, such as: “This is good! Let’s get going! Good job!”



“If you can’t fly, then run,  
if you can’t run, then walk,  
if you can’t walk, then crawl,  
but whatever you do,  
you have to keep moving forward.

— Martin Luther King Jr.

**(Re-) discover your interests:** Find out what you love doing. What leaves you with more energy at the end of the activity than when you started? Find a role that lets you do these tasks the most.

**Work on yourself:** Invest at least 30 minutes to an hour on yourself daily. Use that time to take account of what you have achieved and what you can do. Develop a sense of optimism and confidence in your abilities.

**Dreams and goals:** Spend some time to identify your life’s dreams, for you surely had a few when you were younger. Having goals gives you direction in thought and effort, and having a clearer vision can motivate you.

**Be accountable:** Involve a family member or a friend as a goal partner- this is a person who is aware of your goal and with whom you can share the progress made. Hold yourself accountable to him or her.

When you are trying to build some motivation, complete the small tasks first. This should be easy to complete and will make you feel better as soon as you get them out of the way. Start slowly and don’t rush into it. Write a list of things you want to get done, complete the first three tasks and check them off. The sense of accomplishment will start to make you feel motivated and enthusiastic.

**Baby steps:** Take the first step right now. Start small, but make regular progress. Break down the goal into tasks and each task into smaller steps. Focus only on the next step and even distasteful difficult tasks become easier. To build persistence, spend some time every day, even if it is five minutes. Soon you will find that the momentum builds up, the tasks bring its own pleasure and your motivation improves.

**Keep track:** Only what is measured gets done. So monitor and record your efforts and progress towards your goal. It will help you review and streamline your goals. Your satisfaction with your work is far too important to be ignored. If you are satisfied with your work, you will be motivated, and success is a common side effect of a motivated person!

Talk to someone who motivates you, is honest with you, makes you laugh or lifts your spirits up. Avoid unhealthy distractions to get away from your problems, such as drinking, lazing around, and so on. Bad habits are not going to help you feel motivated, but may make you depressed and more confused, and avoiding responsibilities will not empower you.

Don't compare yourself with others. It is unhealthy and never productive. Someone is always better off than you and worse off than you - so don't waste your time comparing your self worth with someone else. Reflect on your own abilities and accomplishments and remember that failure toughens you and shapes you into a better person. Experience is the best teacher- the most successful welcome failure and accept the challenge to learn from it.

**The company you keep:** You are the average of the five people you spend the most time with. So spend time with confident and motivated people. Choose well, for these people will influence you and their behaviour and outlook will become part of your habits. The cheer and optimism of motivated people rubs off on those around them and you get a chance to consciously learn from them.

**Learning:** Focus on learning. The highest levels of motivation come from a feeling of control and achievement that comes from learning and mastering new skills. Take every opportunity to step outside your comfort zone, take on other tasks, accept mistakes as a learning experience, and stop offering excuses.

**Celebrate:** Celebrate your progress. Figure out which portions of your efforts or work can be made into experiences you enjoy.

**Help others:** "You teach best what you most need to learn." So, spending time and taking the effort to motivate others is good investment. While you help others, your own motivation will improve.

**Get active:** Getting active will get your heart flowing, your adrenaline pumping and send more energy and blood through your system. When you're lethargic and lack energy, starting even the simplest of tasks can seem like a huge chore. So wake your body up with a fresh glass of water and some fun exercise!

## Dreams, Goals, Ambitions

Do you have a dream? You may not think so. You may think you used to have one, back when you were eight years old. But you probably still have a dream- it may be a different dream to when you were eight but may still be important to you now!

Your dreams are important to the process of discovering who you are and what you want! If you talk to people who have created change in their lives, they will tell you that having a dream and believing in it has been vital to their success.

The goals that are right for us grow out of our dreams. When we have an image or an idea of what we want, **what we really want**, we can set goals that help us achieve our dreams. As we discover our dreams, we find that it becomes easier to set goals that will work for us.

When looking toward the future, it's important to have a plan. Setting goals can help you plan for success. Both long- and short-term goals can help you in finding your job or planning your career.

### *Your Dreams Must Be What You Want!*

*Pay attention to what you like and what's important to you and your dreams or visions will emerge. For some people, once they allow themselves to dream, their dreams hit them like lightning. For many others, their dreams or visions reveal themselves more slowly.*



## Setting your goals

First, think about your long-term goals.  
Ask yourself the following questions:

- What do I enjoy doing?
- What am I good at?
- What characteristics of a job are important to me?

Use the answers to these questions to help develop your long-term goals, which may look something like this:

- I want to work from home to be closer to my kids.
- I want a job in a creative profession.
- I want to own my own business.

Once you have an idea of what type of things you like, want and are good at, use those as a starting point for thinking about long-term plans.

Long-term goals require time and planning. They are not something you can do this week or even this year. Long-term goals are usually at least several years away.

***For example, you are a recent graduate and your long-term goal is to become the CEO of Pacific Power Authority. A career accomplishment like that takes many years and many steps along the way. That's why, in addition to having a long-term vision, it's important to think about the short term, as well. Short-term steps act as a ladder to reach your long-term goals!***

A short-term goal is something you want to do in the near future. The near future can mean today, this week, this month, or even this year. Short-term goals help you think about what you can do right away. Short-term goals can help you manage your time. Short-term goals might seem small, but completing them can lead to big accomplishments in your life and career.

***For example, if the long-term goal is getting an A in Physics, this might break down into short-term goals like attending all classes, completing all assignments on time and studying for four hours for each Physics test!***

**Quick fact!**  
***If you write down a goal, you are 50% more likely to achieve it!***

**Quick fact!**  
***Accomplishing short-term goals is a stepping-stone for achieving long-term goals!!***

**Worksheet: What are my dreams, goals and ambitions?****Step 1: Write down your Dreams!****Step 2: Set your Long-term Goals**

A long-term goal is something you want to accomplish or complete next year or many years from now. Long-term goals require time and planning. Sometimes it takes many steps to complete a long-term goal. These smaller steps can be your short-term goals.

Areas	Long term Goal	Time to achieve goal
Personal		
Education		
Career		
Financial		

Think about and write down your long-term goals below. They could include career, education, personal or financial goals. You may not have goals in each area.

### Step 3: Set your Short-term Goals

A short-term goal is something you want to do this week, this month, or this year. Short-term goals help you think about what you can do right away to better your career or education. Short-term goals can be steps to completing a long-term goal.

Write down some of your short-term goals here. Keep track when you complete a goal and make new goals for yourself.

Short-term goal	What I need to get done	Date goal will be completed

#### Goal-setting Studies

*A famous goal-setting study was conducted at Yale University in 1953. Seniors graduating that year were asked if they had goals for the future, and 3 percent responded in the affirmative. In 1973, researchers checked back and discovered that those who had specific goals when they graduated were far wealthier 20 years later than the 97 percent who didn't. Countless self-help gurus from Tony Robbins to Zig Ziglar have cited this study. The problem is that the study didn't happen! It appears to be an urban legend.*

*There's no way to prove that goal setting equals financial success. However, recent studies, such as a 2007 study conducted at the Dominican University of California, have shown that people who write down their goals and update friends with their progress tend to be more successful in meeting their goals than those who simply think about them [source: Dominican University of California].*

## Skills, Talents, Competencies

Before you try to convince an employer that you're the person they need to hire, or before you decide whether you would like to be self-employed, you should identify your skills!

It's hard to talk about your strengths if you don't know what they are in the first place!

Everything you learn and every skill you have is part of your personal tool kit. You carry these "tools" with you as you move through school and into the job market. Your skills and experience can be gained in one place and be used (transferred) and strengthened in another place.

If you feel like there's something out there that you're supposed to be doing. If you have a passion for it, then stop wishing and just do it.  
- Wanda Sykes

To want, and to be ambitious, and to want to be successful, is not enough. That's just desire.  
- Kevin Spacey

All know the way, few actually walk it.  
- Bodhidharma

When I catch myself daydreaming about how I'm going to do this or that, I always try to wake up and ask myself just how I'm going to get from where I am to where I want to be. What EXACTLY is it going to take to DO it, rather than dream about it.  
- Mark Cuban

People always talk about the Will-to-Win, but the Will-to-Prepare-to-Win is infinitely more valuable than the Will-to-Win, and is what will determine how far you go.  
- Bobby Knight

We should be taught not to wait for inspiration to start a thing. Action always generates inspiration. Inspiration seldom generates action.  
- Frank Tibolt

How you spend your time defines who you are. I try not to waste time because I don't want to waste myself.  
- Oprah Winfrey

Being busy does not always mean real work. Seeming to do is not doing.  
- Thomas Edison

Well done is much better than well said.  
- Ben Franklin

It is time for us all to stand and cheer for the doer, the achiever - the one who recognizes the challenge and does something about it.  
- Vince Lombardi

You have to lift your head up out of the mud and just do it.  
- Teri Garr

Do not wait, the time will never be "just right." Start where you stand, and work with whatever tools you may have at your command, and better tools will be found as you go along.  
- Napoleon Hill

I can accept failure. Everyone fails at something. But I can't accept not trying.  
- Michael Jordan

Men expect too much, do too little.  
- Allen Tate

Sorry, I have no space left for advice. Just do it.  
- Donald E. Westlake

Winners just do it. But what do they do? They do whatever it takes to get the job done. They do it - and do it - and do it - until the job gets done.  
- Art Williams

He who has made a thousand things and he who has made none, both feel the same desire: to make something.  
- Antonio Porchia

The secret of getting ahead is getting started.  
- Mark Twain

What you do speaks so loud that I cannot hear what you say.  
- Ralph Waldo Emerson

Things may come to those who wait, but only the things left by those who hustle.  
- Abraham Lincoln

Just do it. Be bold, get out there and get started. So many people talk to me all the time like 'Oh I can't wait to start my business' or 'once I get this taken care of, then I'm going to start some business', the truth is, that 'someday' never comes.  
- Ryan Deluca

Don't be afraid to fail, don't be afraid to get fired. Don't be afraid to make a mistake or change your mind. If you find that you are doing or not doing something simply due to a fear of what might happen chances are you need to rethink the problem. The best advice I have is that whatever you do, it should be done as you are reaching for a new opportunity, rather than shrinking from a phantom anxiety.  
- Omar Hamoui

**Notice a Pattern?**

## Worksheet: My skills inventory

Look through the following lists and check off every skill that you think you have.

### Key skills:

I can:

- |  |                          |  |                          |
|--|--------------------------|--|--------------------------|
| • meet deadlines                           | <input type="checkbox"/> | • analyze data, audit and maintain records | <input type="checkbox"/> |
| • supervise others                         | <input type="checkbox"/> | • check information for accuracy           | <input type="checkbox"/> |
| • solve problems                           | <input type="checkbox"/> | • pay attention to details                 | <input type="checkbox"/> |
| • teach others and give clear instructions | <input type="checkbox"/> | • investigate and clarify results          | <input type="checkbox"/> |
| • manage people                            | <input type="checkbox"/> | • locate answers, gather information       | <input type="checkbox"/> |
| • organize and manage projects             | <input type="checkbox"/> | • calculate or compute                     | <input type="checkbox"/> |
| • speak in public                          | <input type="checkbox"/> | • evaluate                                 | <input type="checkbox"/> |
| • accept responsibility                    | <input type="checkbox"/> | • take inventory                           | <input type="checkbox"/> |
| • plan daily work or special events        | <input type="checkbox"/> | • keep financial records                   | <input type="checkbox"/> |
| • follow instructions                      | <input type="checkbox"/> | • research and write reports               | <input type="checkbox"/> |
| • generate creative solutions to problems  | <input type="checkbox"/> |  |                          |

### Leadership skills

I can:

- |  |                          |
|--|--------------------------|
| • arrange meetings or social functions     | <input type="checkbox"/> |
| • be competitive when necessary            | <input type="checkbox"/> |
| • make decisions                           | <input type="checkbox"/> |
| • direct the work of others                | <input type="checkbox"/> |
| • help set goals for my team               | <input type="checkbox"/> |
| • explain things to others                 | <input type="checkbox"/> |
| • solve problems                           | <input type="checkbox"/> |
| • motivate people                          | <input type="checkbox"/> |
| • settle disagreements                     | <input type="checkbox"/> |
| • plan activities and put them into action | <input type="checkbox"/> |
| • take risks when necessary                | <input type="checkbox"/> |
| • organize and chair a meeting             | <input type="checkbox"/> |
| • show self-confidence                     | <input type="checkbox"/> |

### Hands-on skills

I can:

- |  |                          |
|--|--------------------------|
| • assemble kits                              | <input type="checkbox"/> |
| • build or repair things                     | <input type="checkbox"/> |
| • work well with my hands                    | <input type="checkbox"/> |
| • operate tools or machinery                 | <input type="checkbox"/> |
| • use complex equipment                      | <input type="checkbox"/> |
| • drive or operate vehicles                  | <input type="checkbox"/> |
| • inspect and maintain equipment or vehicles | <input type="checkbox"/> |

### Data/information skills

I can:

- |  |                          |
|--|--------------------------|
| • make a budget, manage money                | <input type="checkbox"/> |
| • record facts, classify information by date | <input type="checkbox"/> |

**People skills**

I can:

- help and care for others
- manage conflicts, resolve issues
- counsel people
- be tactful and diplomatic
- interview people
- be kind and understanding
- be a good listener
- negotiate
- be outgoing
- show patience
- be pleasant and sociable
- supervise, teach
- be tough when necessary
- trust people
- trust my instincts

**Creative/artistic skills**

I can:

- be artistic
- write short stories or articles
- draw or create other art
- express myself through music, poetry, or art
- design posters, draw cartoons and illustrations
- perform and act
- present artistic ideas
- dance, create body movement
- use computers to create presentations
- design and lay out Web pages

**Verbal/communication skills**

I can:

- clearly express myself
- talk easily with others
- create and talk about new ideas
- design presentations
- be inventive
- conduct research in a library or on the Internet
- set up my own network of experts or helpers
- be logical
- speak in public
- write clear and concise reports
- work well with others

## Finding your hidden skills

You may have some valuable skills that you haven't thought about. Your traditional or customary skills are valuable skills and you should make a list of these. This may include for example, traditional craft skills such as weaving, carving, painting and printing, or other traditional skills including fisherman, masseur, food preparation, traditional ceremonial presentations, farming, agricultural, fishing or navigational skills.

Sometimes when you are carrying out a job, you are using more than the skills required to complete the job. Follow these steps to identify your hidden skills:

**Step 1:** List all your previous and current experiences, at school, at work, at home, in the community.

*When you think about your skills, don't just consider paid work, but also extra-curricular activities at school, the time spent volunteering or working for the church or community, and even your hobbies.*

**Step 2:** Describe the tasks you completed using action words for each experience.

*For example, suppose you worked as a volunteer for the Hibiscus Festival. You might describe the tasks you completed like this:*

- *I worked on a schedule to meet tight deadlines under very busy and sometimes stressful situations*
- *I created new ideas, planned activities and put these into operation*
- *I communicated instructions to people*

**Step 3:** Identify the skill(s) required to complete those tasks.

*For the above example, your list of skills might look something like this:*

- *manual skills*
- *computer skills*
- *teamwork and patience skills*

**Step 4:** List other things you learned to do in that job.

**Other things you learned volunteering at the Hibiscus Festival include how to:**

- *manage your time responsibly and organize your work*
- *organize people in a professional and friendly way*
- *display products*

**Step 5:** Identify the skills you gained from the other things you learned.

**Your list of skills might look something like this:**

- *time management skills*
- *communication skills*
- *marketing and promotional skills*

**Step 6:** Build strong sentences by combining the skills you developed with the tasks you completed.

- *I developed multi-tasking and time management skills while organizing multiple events with tight deadlines.*
- *I developed communication skills while working with my co-workers and organizing people/ crowds.*
- *I developed promotional, marketing and creative skills while designing stage displays.*

### Finding your job-related skills

Job-related skills are those that you need for a particular job. An office worker needs computer and keyboarding skills, a mechanic has to understand repairs and how to use tools, and a cashier must be able to make change and use a cash register.

When you're about to apply for a specific job, review your lists of skills and highlight the ones that are most relevant to the job you're applying for. Once you have these elements, put them together into a CV that will work for you.

## Worksheet: Basic Competencies Exercise

These are the non-technical or core-work skills we need to perform satisfactorily at work and are considered transferable (moveable) whatever the job setting. Tick the basic competency or core-work skills you think you have.

Competencies/ core-work skills	Tick
<b>1. Receive and respond to communication</b> – receive, respond and act on verbal and written communication.	
<b>2. Work with others</b> – develop relationship and contribute to activities.	
<b>3. Demonstrate work values</b> – demonstrate and live by desirable values and ethics.	
<b>4. Practice basic housekeeping procedures</b> – apply the basic housekeeping procedures.	
<b>5. Participate in communication</b> – gather, interpret and gather information in response to workplace/ family/ community (etc.) communication.	
<b>6. Work in team environment</b> – identify role and responsibility as a member of a team.	
<b>7. Practice career professionalism</b> – promote career growth and advancement.	
<b>8. Practice occupational health and safety procedures</b> – comply with regulatory and organization requirements for occupational health and safety.	
<b>9. Lead communication</b> – lead in the dissemination and discussion of ideas, information and issues in the workplace/ family/ community/ school.	
<b>10. Lead small teams</b> – set and maintain team and individual performance standards	
<b>11. Develop and practice negotiating skills</b> – collect information in order to negotiate to a desired outcome and participate in the negotiation.	
<b>12. Solve problems related to work activities</b> – solve problems, including the application of problem-solving techniques, and to determine and resolve the root cause of problems.	
<b>13. Use mathematical concepts and techniques</b> – apply mathematical concepts and techniques.	

Competencies/ core-work skills	Tick
<p><b>14. Use relevant technologies</b> – selecting, sourcing and applying appropriate and affordable technologies.</p>	
<p><b>15. Utilize specialized communication skills</b> – use specialized communication skills to meet specific needs of external and internal clients, conduct interviews, facilitate group discussions, and contribute to the development of communication strategies.</p>	
<p><b>16. Develop teams and individuals</b> – determine individual and team development needs and facilitate the development of the working group.</p>	
<p><b>17. Apply problem-solving techniques</b> – apply the process of problem-solving and apply structured processes and improvement tools.</p>	
<p><b>18. Collect, analyze and organize information</b> – process, analyze, interpret and organize workplace information and other relevant data.</p>	
<p><b>19. Plan and organize work</b> – outcomes required in planning and organizing work.</p>	
<p><b>20. Promote environmental protection</b> – adhering to environmental protection principles, strategies and guidelines.</p>	

## Accomplishments, education, preferred work conditions

It is important that you are able to talk about your past with confidence, especially if you have stopped schooling, if this is your first job or business, or, if you have been out of work for some time.

### *For example*

*“I had to stop schooling because we are poor. My family could not support me. That’s why I have to work so I can save enough to go back to school.”*

*“I helped with the family business after graduation, but I now feel that I should pursue my own career.”*

*“I graduated last year but it’s been difficult to find a job even though I have been looking hard. In the meantime, I’m involved in volunteer work.”*



**Worksheet: *Knowing where you have been***

1. List down the reasons why you stopped schooling or working. Be honest with yourself because this is the only way you can be honest with others.
2. Plan how to explain your past. Prepare a script. Be clear about your reasons, how you have been spending your time, and why you decided to look for work.
3. Memorize your script. Ensure that the main points are clear in your mind. Rehearse in front of the mirror so that you can say your piece as naturally and as confidently as you can.

## Accomplishments

Accomplishments are an important part of building your profile. They tell your potential employer that you have done these things in the past and that you are capable of repeating them in your next job. Be sure that you can support your accomplishments with solid proof.

### Sample accomplishments

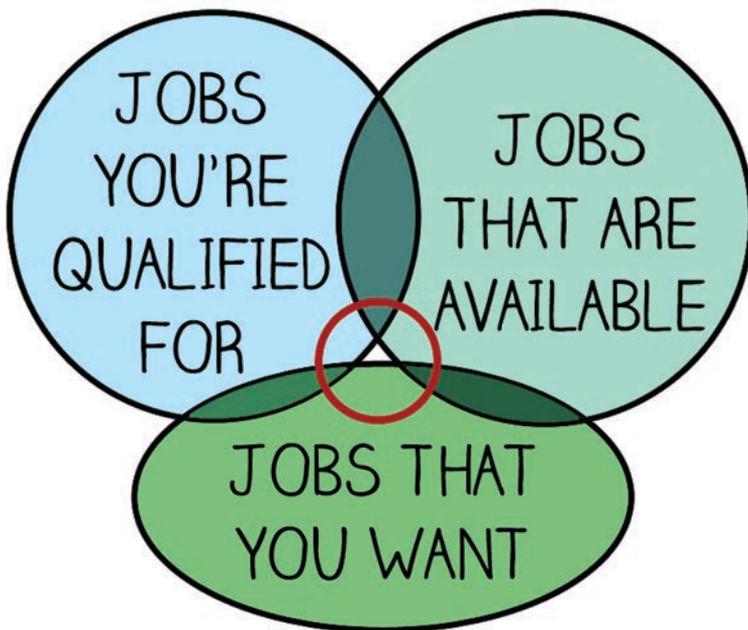
*"I was president of the Soccer Club and passed my Year 12 exams with above average marks."*

*"I was named Employee of the Year."*

*"I put myself through Secondary School while working as a packer in the supermarket."*

*"I received an award for the Best Science Experiment when I was in Form 7."*

If you have experience in the workforce, list your work accomplishments before your school accomplishments. Include things like being promoted or receiving a recognition award at work while you were sending a younger sibling to school or taking care of sick parents. This shows that you are focused and able to perform well at work despite your domestic concerns.



**Worksheet: My accomplishments**

List down all your accomplishments. For school leavers or new graduates, list your accomplishments in school. Do not worry about not having work-related accomplishments. Pick out those school accomplishments that show responsibility, reliability, cooperative spirit and the like. Also include accomplishments in the community, church, other clubs.

A large grid area for writing accomplishments, consisting of a light blue grid pattern on a white background, enclosed in a rounded rectangular frame.

## Education Level

What education level do you have? Is it adequate enough for the job you want? Will you need to stay on at school or continue education? Ideally, employers want people with good education and skills.

Many courses at tertiary institutes or universities require you to have studied particular subjects before they accept you into various courses. They also look at the marks you have achieved in that subject. As you study it is important to think about a range of jobs rather than only one job. In this way, if your first choice falls through, you will have something to fall back on.



**Worksheet: Matching your subject areas to possible careers or jobs**

Circle your subject combinations and the job or career option for you. Add to the list any other jobs you think are relevant. There are many websites where you can search careers or jobs to suit your subject combinations or interests, such as <http://www.planitplus.net/careerzone/areas>

It is important to note that for some areas of interest, you can create your own job or career and be your own boss. For example, a career in music.

You should also understand that for many careers, it will be essential to take the smaller job- this may lead to other jobs and slowly build up your career before you land in your 'dream job'. So don't turn down job offers because they may seem to 'low' for you. Get a foot in the door! At least you will have a better chance of moving towards your dream.

<b>Accounting/ Economics/ Commerce</b>	Accountant - Industry and Commerce / Private Practice/ Advertising Account Planner / Bank or Building Society Customer Branch Adviser / Manager/ Cashier Company Secretary /Council Tax Officer / Teller/ Banker/ Credit Officer/ Economist / Cashier
<b>Biology/ Agriculture/ Chemistry</b>	Acupuncturist / Agricultural Adviser , Officer, Scientist/ Ambulance Care Assistant /Pathologist/ Animal Technician / Aromatherapist /Beauty Therapist / Biochemist / Biologist /Health Care Assistant/Health Promotion Officer/ Hearing Therapist / Herbalist / Chemical Engineer /Chemical Engineering Technician/ Chemical Plant Processing Officer/ Chemist/Clinical or Biomedical Engineer /Dental Hygienist or Therapist or Technician/ Dentist/Dietitian / Doctor/Drilling Engineer /Environmental Consultant or Health Officer/ Soil Scientist/ Teacher/ Tutor
<b>Computing Science</b>	Air Traffic Controller / Airline Pilot/ Astronomer / CAD Technician / Computer Hardware Engineer / Database Administrator / Forensic Scientist / Games Designer / Games Tester / Graphic Designer / Helicopter Pilot / IT Helpdesk Analyst / IT Support Engineer / IT Support Worker/ IT Trainer / Web Designer
<b>English</b>	Actor / Administration Assistant/ Advertising Executive/ Advertising Copywriter / Advocate / Archivist / Arts Administrator / Arts Exhibition Organiser / Bookseller/ Broadcast Journalist / Call Centre Agent / Librarian/ Researcher/ Information Officer/ Journalist or Reporter / Teacher/ Tutor/ Writer/ Legal Officer

<p><b>Geography/ Land Survey</b></p>	<p>Archaeologist / Cartographer / Civil Engineering Technician / Countryside Ranger or Warden / Environmental Consultant / Environmental Engineer / Forest Manager / Forest Ranger / Forest Worker / Gamekeeper / Geologist / Geophysicist / Landscape Architect /Town and Country Planner</p>
<p><b>History</b></p>	<p>Archaeologist / Archivist / Copy Editor / Diplomatic Service Operational Officer / Journalist or Reporter / Library or Information Professional / Museum Conservation Officer / Museum or Art Gallery Curator or Keeper / Political Researcher / Researcher - Broadcasting / Teacher - Secondary School - History &amp; Social Science/ Tour Guide</p>
<p><b>Health and Food Technology / Home Economics</b></p>	<p>Air Cabin Crew / Baker or Confectioner / Bar Manager / Bar Worker / Brewery Worker / Catering Manager / Childminder / Cleaner / Cook or Chef / Costume Designer / Cruise Ship Worker / Dry Cleaning or Laundry Manager / Dry Cleaning or Laundry Worker / Fashion Designer / Food Counter Assistant / Food Technician / Home Carer / Hotel General Manager / Housekeeping Manager / Kitchen Assistant / Hotel Worker</p>
<p><b>Mathematics</b></p>	<p>Investment Banker /IT Support Engineer / IT Trainer / Land-based Engineer / Management Consultant / Manufacturing Systems Engineer / Market Research Executive / Mathematician / Mechanical Engineer /Mechanical Engineering Technician / Medical Physicist</p>
<p><b>Music</b></p>	<p>Arts Administrator / Community Arts Worker / Composer or Songwriter / Dancer / Disc Jockey - DJ / Floor Manager - Television / Music Promotions Manager / Music Therapist / Musical Instrument Technologist / Musician - Classical / Musician - Popular / Piano Tuner / Playworker or Play Assistant / Private Tutor / Producer - Radio / Producer - TV or Film / Production Assistant / Radio Broadcast Assistant / Hotel, Bar,Restaurant,Wedding Singer</p>

<p><b>Physical Education</b></p>	<p>Health and Fitness Instructor / Lifeguard or Pool Attendant / Motorsports Person / Outdoor Pursuits Instructor or Leader / Physiotherapist / Physiotherapy Assistant / Psychologist - Sports and Exercise / Sport and Exercise Scientist / Sports Coach or Instructor / Sports Development Officer / Sports or Leisure Centre Assistant / Sports or Leisure Centre Manager / Sports Therapist</p>
<p><b>Metal Work/ Wood Work</b></p>	<p>Engineering Craft Machinist / Engineering Machine Operator / Fabricator or Plater / Mechanical Engineer / Mechanical Engineering Technician / Boat or Ship Builder / Cabinet Maker / Carpenter or Joiner / Craft Designer or Worker / Furniture Designer / Furniture Polisher or Finisher / Upholsterer</p>
<p><b>Physics</b></p>	<p>Aeronautical Engineer / Air Traffic Controller / Aircraft Mechanic or Engineer / Airline Pilot / Astronomer / Automotive Engineer / Biotechnologist / Building Control Surveyor / Building Services Engineer / Building Technician / Civil, Mechanical, Electrical Engineer</p>
<p><b>Accounting/ Economics/ Commerce</b></p>	<p>Accountant - Industry and Commerce / Private Practice/ Advertising Account Planner / Bank or Building Society Customer Branch Adviser / Manager/ Cashier Company Secretary / Council Tax Officer / Teller/ Banker/ Credit Officer/ Economist</p>
<p><b>Technical Drawing/ Technology</b></p>	<p>Architect/ Draftsman/ Engineer/ Technician/ Quantity Surveyor/ Estimator/ CAD Technician/ Builder/ Planner</p>
<p><b>Secretarial/ Business studies</b></p>	<p>Secretary/ Clerk/ Receptionist/ Personal Assistant/ Administrative Assistant/ Sales Officer/ Business owner/ Shopkeeper</p>
<p><b>Carpentry, Joinery, Boat building</b></p>	<p>Carpenters- Bench joiners, Fixers, Shopfitters, Formwork joiners/ Boat Builder/ Builder/ Hardware Store Owner, Manager, Worker/ Interior Designer</p>

## Preferred work conditions

When looking for a job, it is important that you also know the work conditions that you prefer. In some aspects this may be related to your values and beliefs. You need to know whether the company or job will match what you are looking for. Example work conditions include:

- No night work/ night shift (hours of work)
- Should have medical benefits (other benefits include pension, education, housing, travel, car etc.)
- Professional development e.g. should have training opportunities
- No weekend work
- Should be able to work alone
- Work should not involve extensive travel



**Worksheet: Working Conditions**

**What work conditions would you like to see in your job or workplace? List them here:**

A large grid of graph paper with a light blue background and a white grid pattern. The grid is intended for writing a list of desired work conditions. The grid covers most of the page below the question.

## Writing your curriculum vitae (CV) or résumé

Your résumé is one of the most important tools you have when looking for a job. Your résumé is a short, point-form document that you give to employers to tell them about your work experience, education, and skills. It is your personal brochure to market yourself. It should give your potential employer a quick view of what you can do for them.

What should your résumé include? Four of the most important things your résumé, should include are:

### **Your personal information**

- The first thing your employer should see when looking at your résumé is your name. Make sure it is clear, stands out, and is easy to read.
- Your résumé should include your full address, contact phone numbers, and an e-mail address that incorporates your first and last name.

#### **Things you should not include on your résumé:**

- **your height, age, weight**
- **a photo of yourself**
- **your tax identification number**



## Summary Statement

A summary statement is a short (about 50-60 words) description of you, which includes:

- who you are
- years of experience (if any)
- your field
- three major skills
- three major traits

The aim of the summary statement is to provide the potential employer (or business partner) with a brief description of what you can do and why it is worthwhile to get to know you. It may be the basis for deciding to call you for an interview. It may determine whether the reader will continue reading your résumé or not!

### **Example Summary Statements:**

- ***An achiever with a track record of management and leadership in school clubs. Possesses excellent skills in problem solving, planning and fund raising. Resourceful, works well under pressure and delivers timely results.***
- ***A hardworking individual with excellent cooking skills, specializing in Samoa cuisine, gained from work experience as a cook in a restaurant chain. Gets along with people, trustworthy and reliable.***



**Worksheet: Develop your summary statement**

**Use the sample below to develop your summary statement!**

My name is ..... and I come from (place).  
I graduated in (year) from (school) with a degree in (field). Since graduation I worked in  
(organization) as a (position) where I was responsible for (main area/s of responsibility). My  
skills include (skills). I work best in (preferred work conditions). I am looking for a job in (areas)  
because (reasons). I believe I can contribute to your organization because (reasons).

### Education

List your education, starting with the most recent, and work backwards from there. Include the name of the school, the city or town where each school you attended is located (secondary and beyond), and the years you completed.

Be sure to list any certificates or diplomas you received, including those for mini-courses like computer or software courses, first aid, or any training that might be useful in the job you are applying for.

### Skills and experience

Use your résumé to show where you worked, what you learned, and how your skills and experience relate to the job you are applying for. These can come from paid or unpaid work, volunteer experience, and even hobbies.

If all of your experience is in an unrelated field to the job you're applying for, focus on the skills you learned that could be applied to the new job you're applying for.

When listing your work experience, include the location (city, province) and the dates you worked (month, year) for each job or volunteer position. Use action words to describe what you did in the positions you held. Focus on the top-five duties for each job.

You may also want to include your job goals, the languages you speak, or any relevant achievements or awards. You can also include interests or activities that say something positive about you.

**Remember to keep your résumé clear and to the point, with the most important information at the top.**

**For example:**

- **You are applying for a job in software development and, although you have never worked in that field, you have a diploma in software engineering. In this case, be sure to put your education section at the top.**
- **You are applying to work in the food services industry and you have a lot of experience working in restaurants, be sure to list that information before your education details.**

## Worksheet: General résumé template with work experience

Use the template below to develop your résumé if you have some work experience

### Personal Details

- Your Name
- Home Address, City, Town, District or Province
- Phone: (675) ..... Mobile: (675).....
- Email address e.g. your.name@email.png

### Summary Statement

### Work Experience

- Name of company, years worked (one-line description of company)
- Job Title/Position
- Brief description of job responsibilities
- Accomplishments

- ***Describe tasks you would perform in this role and your overall accomplishments to provide the employer with an overall picture of your skills***
- ***Be sure to highlight the skills you learned that could transfer to the new position you're interested in***
- ***Highlight any significant responsibilities you may have held in your previous position***
- ***Describe how your responsibilities specifically helped the organization***

### Volunteer experience

Use these bullets to list a few places you volunteered to gain and develop your skills

- 
- 
- 
-

### Education

- **Be sure to discuss a transferrable skill that is useful in any job, like “leadership” or “teamwork”**
- **Pick specific examples where your skills helped you work effectively**
- **Showing how ‘moveable’ your skills are and how these skills have helped with your accomplishments (from job to job) is important**
- **Describe particular successes you’ve had in the workplace and how your skills have helped you achieve those successes**
- **Consider including a skill that is job-specific, such as “Kitchen skills” or “Administrative skills”**
- **Describe how these specific skills have helped you in the past, and how they will help you in your new position**

### Skills

- **Give your prospective employer a brief summary of key skills and professional characteristics**
- **Add some notable value-added skills, such as a second language, or certifications**
- **When describing your skills, do not just list them—showcase how you used those skills and describe the results**
- **Select the skills you are showcasing based on the requirements of the job you’re applying for**
- **Try to tailor your résumé to the job you are applying for.**
- **If the job you’re applying for requires someone who is good with numbers, include your skills that involve accounting or budgeting**

## **Sample résumé of a Form 6 (Year 12) student who has had some work experience through holiday jobs**

### **PERSONAL DETAILS**

Name: Aaron Black  
Address: 20 Apple Place, Suva, Fiji  
Phone (home): 679-3560559  
Phone (mobile): 679-8300413  
Email: aaronblack@yahoo.com

### **SUMMARY STATEMENT**

- Fluent in English and Rotuman, both written and oral
- Hardworking, reliable, and professional
- Considerate team-player with aspirations to succeed
- Strong interest in figures.
- Sociable and get along with everybody from all walks of life.
- Versatile in terms of being able to carry out several tasks at the same time.

### **ATTRIBUTES**

- I am confident and patient and have a strong work ethic where my grandparents and parents have instilled in me the importance that hard work leads to success and self-fulfillment. My faith also reinforces this work ethic.
- I believe I am honest and humble and that everyone is accountable in what ever they do.
- I believe in using my initiative as well as the strength of teamwork to reach a common goal.

### **SKILLS**

#### **Teamwork**

- Coordinated and planned schedules with members of the Prefect Body
- Collaborated with many diverse student members to accomplish Student Council goals
- Assisted with Proud Company's sales goals and to the successful coordination of the Children's Sports Academy.

#### **Management**

- Coached and assisted students to achieve second place overall in the National Badminton Competition
- Instructed and guided students as part of School Prefect responsibilities and Assistant at Children's Sports Academy
- Managed customers and product display as Sales Assistant at Proud Company

#### **Administrative**

- Organized student social activities, including school fundraisers for the Student Council
- Administered regular stock take for Proud Company

## WORK EXPERIENCE

**November-December 2012**

### **Proud Company**

- Sales Assistant
- Responsible for marketing products; providing advice to customers on products; managing customer purchases; conducting daily stock take; assessing and organising displays.
- Carried out other duties as required by the company including assisting with company orders and transport of stock.

**December 2011**

### **Fiji Sports Council**

- Assistant at Children's Sports Academy (10 days)
- Responsible for working in a team to coordinate children's games and sports activities for over fifty children; supervising children; facilitating ice-breakers; organising children's teams for competitions; coaching children's badminton group.

## EDUCATION BACKGROUND

**2010-2013**

### **Marist Brothers High School**

- Science student- English, Math, Physics, Chemistry and Biology
- Successfully passed all school exams at each level
- Prefect (Form 6)
- Interim Prefect (Form 5)
- Form Captain (Form 3)
- Student counsellor (Form 3)
- Involved in school student body
- Participated in school cultural concerts and science quizzes
- Represented the school at UN Workshops and in sports - in cricket and badminton

**2002-2009**

### **Marist Brothers Primary School**

- Student (Class 1-8)
- Successfully passed all school exams at each level
- Passed Fiji Eighth Year Examination (458/500 marks)
- Prefect (Class 8)

## ACCOMPLISHMENTS

- Selected for Fiji National Cricket Team
- Received the School Math Prize in Form 6
- Appointed as Church Youth Leader for two years, and formalized as Lector in the Church

## HOBBIES

- I like playing the guitar and listening to music.
- I enjoy participating in extra curricular activities such as sports, debates and educational speeches.
- I also enjoy singing and dancing.



**Worksheet : General résumé template without work experience**

Use the template below to develop your résumé if you do not have work experience

**Personal Details**

- Your Name
- Home Address, City, Town, District or Province
- Phone: (675)..... Mobile: (675).....
- Email address e.g. your.name@email.png

**Summary Statement**

**School Experience** (include on-the-job training, apprenticeship)

- Degree or level attained
- Name of school
- Inclusive dates of attendance

**Organizations, clubs, community, church**

- Brief description of responsibilities in organizations/ clubs/ community or church

**Awards, citations and honors received**

**Volunteer experience**

- Volunteer organization, Year–year
- Use these bullets to list a few places where you have volunteered
- Be sure to describe how you developed specific skills

**Accomplishments**

- Sports achievements
- Academic awards from school
- Other certificates or awards



1. **Think ahead.** If you wait until the last minute to hand in your résumé, you could miss the deadline and risk not being considered for the job.
2. **Tailor your résumé.** Include information on your résumé associated with the job you are applying for.
3. **Break it up.** If there is a lot of information, break it into separate sections with specific headings.
4. **Use action words.** Focus on your accomplishments, and avoid starting every sentence with “I”.
5. **Proofread.** Never rely on spell check.
6. **Proofread again!** Even one misspelled word could put you in the “do not consider” pile. Have others critique your résumé for accuracy and impact!
7. **Make it presentable.** Make sure your résumé looks clean and organized. Use white, letter-sized paper (8.5 x 11-inch) and a font that’s easy to read, like Times New Roman or Arial. Don’t use font size smaller than 10pts, don’t crowd the margins, and don’t overdo the use of bold type, capitals and underlining!
8. **Keep it short.** Try to keep your résumé as short as possible—ideally two pages.
9. **Be honest.** Lying on your résumé is never a good idea. Many people who lie on their applications end up losing their jobs when their employers find out the truth.
10. **Be professional.** Remember, this is a business document! No need for flashy paper or a picture of yourself.

### ***What should I include in my personal data?***

In general, avoid facts that may be used to discriminate against you (such as religion), and those that do not necessarily help your application (such as interests, hobbies, height and weight). You must, of course, include them if the company requires you to do so.

### ***Should I put my photo in my résumé?***

It is best not to - unless the company requires it. How you look does not determine how you work. Unfortunately people who screen applications are sometimes influenced by photos and judge on the basis of looks.

When you are conducting a job search, always keep detailed records that include dates, names, and email addresses of where you have sent your resume. This will allow you to follow up in a timely manner. Then record interviews and dates, again with names and email addresses. As you progress in your job search, you will be able to ascertain exactly where you have applied and what companies might be missing from your list. You may find that an Excel spreadsheet is ideal for your recordkeeping.

Volunteering is a fantastic way of gaining valuable and marketable skills while helping out your community. Volunteer experiences are also excellent opportunities to network with other volunteers. Whether it's at a church, hospital, school or local non-profit agency, volunteering has great potential for personal and professional growth, and can lend a helping hand to those who are in times of need.

## Worksheet: Select from the list of action words to use for your résumé

Absorb	Coach	Establish
Accelerate	Collaborate	Estimate
Access	Collate	Evaluate
Accomplish	Communicate	Examine
Acquire	Compile	Execute
Achieve	Complete	Expand
Act	Compose	Expedite
Activate	Compute	Experiment
Adapt	Conceptualize	Facilitate
Address	Conduct	Finance
Adjust	Consolidate	Forecast
Administer	Construct	Formulate
Advise	Consult	Fund
Advocate	Contribute	Generate
Affirm	Coordinate	Guide
Aid	Correspond	Handle
Allocate	Counsel	Host
Analyze	Critique	Identify
Appraise	Customize	Illustrate
Arranged	Decide	Implement
Assemble	Declare	Improve
Assess	Deliver	Improvise
Assign	Demonstrate	Increase
Assist	Design	Influence
Attain	Determine	Initiate
Authorize	Develop	Innovate
Award	Devise	Inspire
Budget	Diagnose	Install
Build	Direct	Interact
Calculate	Distribute	Introduce
Campaign	Document	Investigate
Chaired	Draft	Justify

Chart	Edit	Launch
Clarify	Educate	Link
Classify	Enhance	Listen
Maintained	Program	Simplify
Manage	Promote	Solve
Manipulate	Propose	Sort
Map	Provide	Specialize
Market	Publicize	Specify
Measure	Purchase	Summarize
Mediate	Qualify	Supervise
Merge	Reach	Support
Mobilize	Receive	Surpass
Modify	Recommend	Survey
Monitor	Reconcile	Target
Motivate	Record	Train
Negotiate	Refocus	Transact
Observe	Regulate	Transcribe
Obtain	Reorganize	Transform
Organize	Represent	Translate
Participate	Research	Transmit
Perform	Restore	Tutor
Persuade	Restructure	Unite
Plan	Review	Update
Prepare	Revise	Upgrade
Present	Revitalize	Utilize
Prevent	Schedule	Validate
Printed	Screen	Value
Prioritize	Secure	Verify
Process	Select	Volunteer
Produce	Showcase	Worked

### Employment references

Choosing the right people to be your employment references is a crucial step in the job-search process. A reference, or an employment reference, is someone who can comment on your personal character, work ethic, or past work experiences.

References should be given to employers on request, which means you should usually wait for the employer to ask for your references before giving them a reference list. A potential employer will contact your references to get a better understanding of who you are as a person and a worker, to make sure you're the right fit for the position they're looking to fill.

#### ***There are two types of references:***

A **character reference**, also known as a personal reference, is a person who will vouch for your personal character. This person is usually someone you know outside work, who is not a relative or a social friend. This reference could be someone you've helped or someone who knows you very well, like a teacher, religious leader, coach, or club leader.

A **professional reference** is someone who will speak about your professional work ethic and workplace experience. This is someone you have known in a professional context, like a former boss or supervisor at a place you worked or volunteered.

### Choosing your references

Employers usually ask for three references. If employers want more or fewer references, they will say so. Make sure you ask for permission before using people as references. This will allow you to give your reference a heads-up on the position you're applying for, and it will give them a chance to prepare examples to let the employer know how great you really are.

The employer will be contacting your references, so you'll need to provide the employer with a reference list. This usually includes their full name, address, and phone number. This can be their personal information or business information, whatever the reference is comfortable with providing.



## Top-tips for choosing references

1. **Think ahead.** Although reference checks typically happen during the final stages of the hiring process, it's a good idea to be proactive. Think about who your references could be, let them know that you're applying for jobs, and ask if they would be willing to be a reference for you.
2. **Pick someone who knows you well.** This will allow the employer to get an accurate, honest, and realistic description of your personality and work ethic. You want a reference who can easily speak about your strengths and abilities.
3. **Update your reference list often.** Make sure your references are as current as possible, and link them to your most recent job, volunteer, or community experience.
4. **Presentation counts.** Your reference list should be on a clean sheet of plain paper. Use an easy-to-read, 12-point font like Arial or Times New Roman to match your résumé.
5. **Say "thank you".** Your reference is doing you a favour by speaking to an employer to help you land a job. Be sure to thank them for helping you out.

**Remember:**

- **Ask permission from your references *BEFORE* submitting their names!**
- **References are supposed to say something nice about you!**

**So make sure:**

- **They know (remember) who you are**
- **They know what you are applying for**
- **They know lots about you (provide them with your résumé)**
- **They expect to get a call from someone they don't know!**

## **Worksheet: Develop your Reference List**

Use the list below to develop your reference list

References for:

1. Reference Name:  
Title/ Designation:  
Address:  
Telephone number:  
E-mail address:

2. Reference Name:  
Title/ Designation:  
Address:  
Telephone number:  
E-mail address:

3. Reference Name:  
Title/ Designation:  
Address:  
Telephone number:  
E-mail address:

# Finding A Job





***Finding a job involves making contact with other people who may help you. Job-hunting is competitive, so you will need to make the best possible use of all available sources if you are going to find a job!***

***Looking for a job is not the same as looking for just any job. That's why it is important to find out all you can about the company and the job it is trying to fill. Remember your preferred work conditions? You need to know whether the company will match what you're looking for and that you will fit the role. You also need to research because it lets the company know that you are interested enough to understand who they are, what they do, and what they require.***

### What to research?

- **The job market:** What does the employment picture look like? How much in demand are your skills and experience?
- **Your field and industry:** What are the current employment trends in your field? What kinds of skills are companies looking for?
- **The company:** Does it meet what YOU are looking for? What is its corporate identity? Its values?
- **The job:** What is the position? What does it require? Will you fit? Will it fit you?
- **YOU:** Given what you have researched, what other competencies and skills do you have, or have to acquire to be competitive?

### Where and how to research?

#### The advertised job market

##### Classified ads (newspapers, journals, magazines, etc.)

- Print media (newspapers, magazines, journals) still widely used by companies
- Most common source of information
- Handy and readily available

##### Television, radio

- Advertisements also through TV or on the radio
- Community updates or employment segment

## **Search firms, recruitment agencies**

- Focus is on entry level to middle management applicants
- Ready list of vacancies available
- Intent on filling positions because they are paid by commission

## **Government entities, NGOs, youth services**

- Public/ National Employment Center's usually run by the Ministries or Department of Labor may have a list of potential employers and training courses to help you find a job.
- Ministries of Youth, Education or Welfare and NGOs may offer youth services, careers training, business training, youth drop-in-centres, skills training that can help you find a job or provide volunteer or internship opportunities.
- Look for advertisements in the Government circulars.

## **Internet (job search websites, company websites, etc.)**

- Almost limitless listings of local and overseas job opportunities
- Provides job-hunting advice (through articles, interactive websites)
- Check blogs and email newsletters developed to specific industry job listing, including facebook

## **Careers Expos**

- Popular, one-site search in accessible venue
- Provides information about companies and skills requirements
- Brings together companies and applicants in one location

## **Shop windows, public places, and billboards**

- May also have advertisements for vacancies

***Keep your eyes and ears open for anything around you that is somehow related to your job search. Be alert and observant of any and all happenings and changes in your surroundings. Is there a new business being established in the street corner? Is there a job fair in the mall? Is there a "wanted" sign in the place where you are having lunch? Look up the latest news about jobs in general and your industry in particular.***

### The hidden job market

Since most jobs aren't even advertised, it's important to know about networking and how it can help you find a job in the "hidden" job market. Finding a job in the hidden job market is all about networking.

#### ***Why is there a hidden job market?***

It's often easier for an employer to hire a person connected to someone in his or her network. If you are referred to an employer by someone they know and trust, hiring you instead of a complete stranger is a lot less risky. They also don't have to go through the hassle of advertising the job, sifting through résumés, interviewing people, and then hiring a complete stranger.

That is why it is so important to use your connections to find out if someone in your network knows about any potential employment opportunities.

- ***Begin networking with those you know best – family, friends, schoolmates, co-workers.***
- ***Develop your contact list (name, job/position, organization, address, contact number).***
- ***Establish and nurture your contacts. Get to know people in your field. Allow them to know you – your skills, experiences, interests, etc. (remember your script?)***
- ***Ask for additional contacts for your network.***
- ***Give copies of your resumé to your network.***
- ***Keep in touch with your network regularly even after you find a job.***
- ***Thank your contact/s who helped you find a job.***
- ***Return the favor by passing helpful information to others.***

#### ***What is networking?***

A network is simply a group of people you're connected to through family, friends, work, education, and community. This group of people is a valuable resource that can help you find a job. Really good networkers are comfortable having conversations with people, and they don't come across as trying too hard to promote themselves.

The advantage of networking is that the people in your network also have networks of their own. When you talk to the people in your network, it's always a good idea to ask if they know of anyone else you could talk to about job opportunities.

This might seem obvious, but remember to be polite and professional. Good networkers share in the lives of others by giving and receiving information, advice, support, and commitment. It's important to find a healthy balance between natural conversation and being clear and direct about what you're looking for, without coming across as too pushy.

Volunteering and joining associations is a great way to learn new skills, gain work experience, and meet new people. Many groups and associations can help you meet people in a particular industry or area of interest.

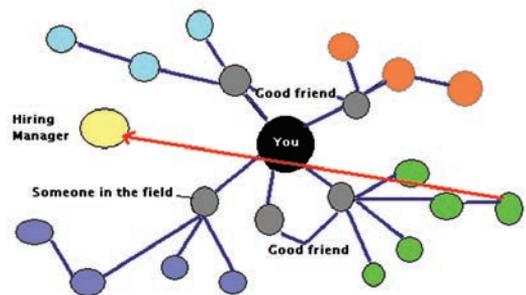
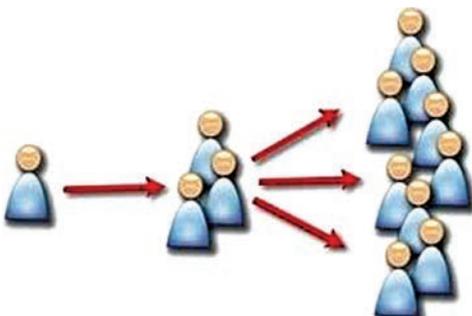
## **Worksheet: Who's in your network?**

1. Make a list of people you know and trust who might have connections to places you'd like to work. To get you started, here's a list of people you could consider as part of your network:
  - family members and close friends
  - neighbours and family friends
  - community leaders
  - club members
  - teammates and classmates
  - teachers and coaches
  - employers and co-workers
  - librarians
  - family doctor/dentist
  - ?
2. Once you've identified people in your network, contact each one of them individually to let them know you are looking for work and to ask if they know of any available jobs. They might not know of any opportunities right away, but it's always helpful to put the fact that you're looking for a job on their radar. Identify a person in your network and write down what you will say when you contact him or her.

***For example, "Good morning. My name is Terina Williams. I noticed on facebook recently that you have established a new cake shop in Fiji. I can bake pies, cookies, slices and cupcakes and am also very good in Math. I have just completed Form 6. I was wondering if you have any job openings? I would be happy to come for an interview."***

## Top-tips for Networking

1. **Know what you have to offer.** Look at your skills inventory and accomplishments!
2. **Make connections.** Think about what kind of job you want, and identify people in your network that can help get you closer to your goal.
3. **Think about what you want to say.** Before calling an employer, prepare what you will say. For example: "Hello, my name is (add your name here). I understand that your company does (add the field of activity of your business here), and that's my area of interest. I was wondering if you had any current job openings."
4. **Refresh their memory.** When contacting acquaintances you haven't been in contact with for a while, help jog their memory by letting them know who you are and how they know you.
5. **Be yourself.** Networking is all about building relationships. Don't pretend to be someone else; your healthiest and strongest relationships are often the ones where you are completely yourself.
6. **Be humble.** Focus on sharing what you have to offer, not bragging.
7. **Manners count.** Be polite. People are more likely to do a favour for someone nice and tactful than someone who comes across as pushy.
8. **Follow up, but don't be annoying.** Following up on conversations or opportunities is a good idea.



## Keeping a job search file

A job search file or career portfolio is a place to store and organize your information. You should regularly update this! It should have:

- Your curriculum vitae (CV)/ résumé
- Copies and original certificates (education, academic qualifications, work etc.), accomplishments and awards
- Copies and original letters of references from school, college, universities, work
- Copies and original letters from people of importance such as teachers, ministers of religion, community leaders
- Summary notes and research on occupations or areas of interest
- Details about schools, universities, training institutions and programs of interest, including brochures or application forms
- Lists of employers you have collected and any letters sent (or printed emails sent).
- Lists of useful websites and other information sources

## Applying for a job

Your application may be the first point of contact with the employer and it is very important to create a good impression by providing a well-prepared job application.

## Writing a cover letter

Be sure to include a cover letter with your résumé when you apply for a job. A cover letter is a formal letter that accompanies your résumé. Use it to introduce yourself to potential employers, and to convince them that you're the right person for the job.

Your cover letter should not simply re-state your résumé - it should offer some new information, and highlight the skills you have that are relevant to the job you're applying for.

The main objectives of your cover letter are to:

- introduce yourself, identify the position you are applying for, and explain how you found out about the position
- explain how you are qualified for the position and why you would be a great fit for the job
- request an interview and thank the employer

**Worksheet: Cover letter for an advertised job**

Use the advertisement given and the template below to write a cover letter.

**Advertisement in the Fiji Times**

**Darius Garments Limited has an immediate vacancy for the position of Finance Assistant to be based at the Head Office in Suva. The successful candidate should be able to work with minimum supervision using a manual accounting system.**

**The applicant should ideally have a Diploma in Accounting qualifications, but applications will be considered from persons who have significant experience in office work.**

**Applications stating qualifications and experience, personal details, telephone contact and any other relevant information should be addressed to:**

**The Personnel Officer  
Darius Garments Limited  
PO Box 13469  
SUVA.  
No later than 30/10/2013**

## **Cover letter template:**

Your Name  
Home address  
Telephone  
E-mail address

Date

Contact name  
Job title  
Company name  
Address

Dear Ms./Mrs./Mr. Employer:

(Be sure to determine the formal designation (Ms./Mrs./Mr.) of the person you are contacting. If you're not sure, call the organization to confirm.)

### **Paragraph 1 – Introduction**

Use this paragraph to introduce yourself and to get the attention of the employer. Be professional and polite in language and tone. Mention the position you are applying for, why you are applying for the job, and how you found out about it. Show interest in the organization, and explain why you would like to be part of it.

### **Paragraph 2 and 3 – Description**

This is the main body of your letter, which is usually one or two paragraphs long. Explain your qualifications and why you should be considered for the position. Don't just repeat the content of your résumé; give specific examples and explain how your individual skills will help you in the position you're applying for. Feel free to talk about any special workplace recognition or awards you received in the past. This part of the letter is meant to convince the employer that you would be a valuable addition to the team.

### **Paragraph 4 – Closing**

It's important to end your letter in a courteous way. Reinforce your desire to be part of the organization and re-affirm your commitment. Politely request an interview. Provide your personal contact information and an appropriate time to call, in case the employer would like to reach you before you contact him or her. It's important to follow instructions, so if the job advertisement says not to call or e-mail, respect their wishes.

Thank you,/Yours sincerely,/Yours truly, etc.

[sign your name]

Your name

Enclosed: (your résumé)

### **Worksheet: Cover letter for an unadvertised job**

Use the template below to write a cover letter for an unadvertised job.

Your Name

Home address

Telephone

E-mail address

Date

Contact name

Job title

Company name

Address

Dear Ms./Mrs./Mr. Employer:

(Be sure to determine the formal designation (Ms./Mrs./Mr.) of the person you are contacting. If you're not sure, call the organization to confirm.)

#### **Paragraph 1 – Introduction**

Use this paragraph to introduce yourself and to get the attention of the employer. Be professional and polite in language and tone. Let them know about your interest in their organization, and explain why you would like to be part of it.

#### **Paragraph 2 and 3 – Description**

This is the main body of your letter, which is usually one or two paragraphs long. Explain your qualifications and why you would be a great fit for the organization. Don't just repeat the content of your résumé; give specific examples and explain how your individual skills would contribute to the workplace. This part of the letter is meant to convince the employer that you would be a valuable addition to the team.

## Paragraph 4 – Closing

It's important to end your letter in a courteous way. End with an action statement, informing the employer about when you plan to contact him or her to follow up on your application. Provide your personal contact information and an appropriate time to call, in case the employer would like to reach you before you contact him or her. Reinforce your desire to be part of the organization.

Yours truly,

(sign your name)

Your name

Enclosed: (your résumé)

**What qualifications, skills and experiences do you have? How does this contribute to the requirements of the job/ vision or mission of the company? Why should you be picked? What makes you different?**



### **Sample cover letter for an unadvertised job**

Josh James  
22 Mango Street  
Suva, Fiji.  
joshjames@yahoo.com

December 2, 2013

Ms. Susie Koo  
Sales Manager

Maral Food Processing  
20 High Street, Honiara.

Dear Ms. Koo

I am a recent graduate of Horton High School in Northshore, and I plan to attend university in Honiara in February 2014. While I was conducting some career research on companies that offer in-house training, I noticed that Maral Food Processing offers basic courses in marketing and promotions, a field that interests me greatly.

I will be studying towards a Bachelor in Marketing at the Honiara University and would appreciate meeting with you to discuss your company's potential employment opportunities. In particular, I believe you may be interested in hearing about my co-op work experience, which involved special product promotions. I have enclosed my résumé with further details.

I will call your Secretary on December 14, 2013, to check if a convenient appointment time can be arranged. Should you wish to contact me, I can be reached on phone: 679-9555000 or email joshjames@yahoo.com. I appreciate your consideration and assure you of my commitment and interest in positively contributing to the vision of your company.

Yours truly,  
(Sign)  
Josh James  
Enclosure (résumé)

#### **Remember, your cover letter should contain:**

**Your name and contact details (telephone, mobile, email address)**

**Date**

**Addressee: to whom you are sending your resumé (usually specified in the job ad or by the person who referred you)**

**Reference: details of your source of information (example: if advertised – source; date; position advertised; reference number, if any)**

**Introduction, description, closing**

**Your availability for interview or start date**

**Your signature**



### Top-tips for Cover Letter

1. **Do your homework.** Learn what you can about the company or organization (vision, mission, core work, etc.) you're applying to, and the job description (if relevant), so you can tailor your cover letter and really show the employer that you could be a good fit. Call the company or organization to ask for the job description so that you can familiarize yourself with the requirements.
2. **Follow instructions.** Be sure to include any information that was requested in the job posting. If the posting asked for the amount of hours a week you are available to work, be sure to answer that question in the cover letter.
3. **Don't just restate your résumé.** Use your letter as an opportunity to make a great first impression. Most employers read the cover letter first, so you want to catch their attention by describing your impressive skills. That way, they are more likely to read your full résumé.
4. **Personalize your letter.** When possible, address your cover letter to a specific person. Use their name and title, and make sure the spelling of the name is correct.
5. **Tailor your letter to the job.** Make sure the skills and experience you highlight in your cover letter are clearly connected to the job you're applying for.
6. **Presentation counts.** Use white, letter-sized paper (8.5 x 11-inch) and a font that's easy to read, like Times New Roman or Arial. Don't use font size smaller than 10pts and don't crowd the margins!
7. **Break it down.** Make your cover letter easier to read by breaking the text down into short paragraphs.
8. **Use a professional tone.** Be sure to use professional and respectful language when writing your cover letter.
9. **Be brief.** Your cover letter should be no more than one page long - the best strategy is to keep it short and to the point.
10. **Proofread.** Review your cover letter several times; don't just rely on spell-check. Ask someone else to proofread it as well.

### Preparing for an interview

The job interview is a crucial part of your job search because it's an opportunity for the employer to figure out if you're right for the job.

#### Before the interview

Be sure to do some background research to become familiar with the organization and the job description. This might include researching any current events that might relate to the organization or industry, the organization's goals and objectives, vision and mission, and the history of the company. Here are some questions to help you with your research:

- What does the organization do?
- What's involved in the position you're applying for?
- What qualifications do you need for the position?
- What kind of skills is the employer looking for?
- Who are the customers or clients?
- What kind of reputation does the employer have?

You'll be more comfortable in the interview if you know about the company and the requirements of the position you are applying for.

#### **Going to the interview:**

***Come early. You should have time to catch your breath. Make sure you have enough time to establish where you are physically, mentally and emotionally, to sit still, to be quiet, and to focus on the interview ahead.***

***Come prepared—with your researched information, your scripts, your answers, your questions, your job search file.***

***Relax. You will fumble more if you are so tense that you forget your name and everything in your résumé!***

***Focus. Concentrate. Be alert. The waiting time before your interview is not the time to cram about what to say or to worry if your shirt is crumpled. It is the time to focus on the present moment.***

## Preparing for interview questions

One of the best ways to prepare for an interview is to anticipate questions the interviewer may ask. This will allow you to give thoughtful and organized answers during your interview. Here are some questions you should be comfortable answering:

- Tell us about yourself?
- Why do you want this job?
- How did you become interested in this field of work?
- Why do you want to join this company? What do you have to offer this organization?
- What are some of your strengths and weaknesses?
- What do you see yourself doing in five years?
- What do you consider your achievements?
- What do you know about our company?
- How do you deal with problems?
- How do you work in a team? With minimum supervision?
- Give an example to demonstrate how you have coped under pressure?
- If you have worked before or are working, you may be asked- Why did you leave your last job? Why do you want to leave your job or the organization to come and work here or in this job?

*how to answer common interview*  
**QUESTIONS**

*"where else are you interviewing?" or "what other companies are you interviewing with?"*

**WHY ARE THEY ASKING?**

*they want to make sure they have time to recruit you (before someone else does)*

*they want to see how focused your job search is (i.e. how passionate are you really about the industry/role)*

**HOW TO ANSWER**

*be honest about where you are in the interviewing process with other companies*

*make sure the roles you share align with your overall "story"*

*re-emphasize that the company you are interviewing with is your first choice (if there is truth to that) and why*

*interview advice by [www.prepary.com](http://www.prepary.com)*

### **Worksheet: Preparing for an interview**

Follow these tips to help you strengthen your answers to potential interview questions:

- Review your experiences at work, at school, and in volunteer activities.
- Think of examples and situations that demonstrate your abilities or strengths (for example, a time you demonstrated good judgment, initiative, responsibility, or communication skills).
- Make a list of your accomplishments or achievements to refer to during the interview.
- Think about challenges you've faced in the past, and be prepared to describe how you dealt with them and what you learned.

## ***Preparing questions for the employer***

At the end of an interview, you are usually asked if you have any questions about the organization or job you're applying for. Your job interview is not only an opportunity for the employer to interview you—it's also an opportunity for you to interview your employer. By asking thoughtful and appropriate questions, you are showing the employer that you're interested in being part of their organization.

Things you could ask the employer include:

- How would my role contribute to the work of the organization?
- What is a typical day in the life of a person who works in this position?
- How would this position allow me to learn and grow?
- When do you have to make the decision about hiring for this position?
- Is it okay to follow up on my application? When can I call/ email you to follow up?
- What are the next steps in the recruitment process?

Take your job search file and print off an extra copy of your résumé so the employer can refer to it during the interview. You should also bring a copy of your reference list. Remember:

- Be ready to recite your scripts on your past and your self-introduction.
- Anticipate questions and prepare answers.
- Make sure you have researched about the company and know all you can possibly know at this time.
- Get enough sleep and rest so you will be fresh and alert for your interview.

## **During the interview**

- Focus on your accomplishments and how you can potentially contribute to providing solutions for the company.
- Understand what the job opening is about and how you can fill it, given your skills, values, and traits.
- Ask questions about the recruitment process.
- Ask questions about the company, the job, the culture. (Remember, you have to fit.)
- Don't complain about people and things.
- Don't speak ill of your former employer(s).

### After the interview

Although the actual interview is over, the process isn't totally over. It's a wise idea to reflect on the experience and review your next steps.

Immediately after the interview, write down some of your answers to questions asked, and assess them to see if they were the best possible answers. This will help you learn from your mistakes and prepare for future interviews.

Usually, an organization will provide you with a date when they expect to make their decision about hiring. If you haven't heard from them by this date, consider contacting the organization to follow up.

If you didn't receive a job offer, consider asking for feedback about how your interview went and how it could have been better. This will provide you with information on how to have a more successful interview next time.

Even if you didn't get the job, try not to get discouraged. Like any new skill, you need to practice to get better. The more you do it, the easier it will become.

- **Assess what you did well**
- **List what things you can do better in future interviews.**
- **Note what questions were asked.**
- **Rewrite your scripts as necessary.**
- **Plan to do whatever agreements were made with the interviewer (such as call after a week, etc.).**
- **Write a thank you letter. They will remember you.**
- **List lessons you learned from the experience.**



### Top-tips for Job Interviews

1. **Practice before!** Ask your family and friends to take you through a 'mock interview session'. Let them ask you questions and you answer as though you are really sitting in the interview room. Practicing helps you identify weak areas and mistakes, helps you to be familiar the questions and correct responses you should make, and builds your confidence.
2. **Dress for success.** Professional business clothes are always appropriate, regardless of the type of job you are interviewing for. Proper hygiene and a tidy appearance are important. Iron your clothes if you can, and avoid strong perfumes or colognes and smoking before the interview. Remember, you are going for a job interview and not to a picnic or a prom!
3. **Be there on time.** Try to arrive 10 minutes early to be safe. Find out ahead of time where you're going and how long it will take to get there. Travel the route a day or two ahead, at the same time of day as you will on the day of the interview. Confirm how often the buses run. Have a back-up plan.
4. **Be confident.** Feeling nervous in an interview is perfectly normal; just don't let your nerves overpower your interview. Eye contact and a calm, clear speaking voice are excellent ways to show your confidence.
5. **Watch your body language.** During your interview, relax and sit naturally, but don't slouch in your chair or lean on the interviewer's desk. Avoid chewing gum, or fidgeting with jewelry or your hair.
6. **Be professional.** This begins with a smile and a firm handshake. Remember, this is your first introduction to the organization, so be polite to everyone you meet, from the doorman, receptionist etc., and turn off your cell phone. Let your personality shine. If you're excited about the job, don't be afraid to show it. Employers want passionate employees, so be yourself. Just remember to always keep it professional.
7. **Listen and ask for clarification, if you need it.** Remember to listen carefully to the interview questions so that you actually answer the question, and never interrupt. If you don't understand something, don't be afraid to ask for clarification.

8. **Let them know what you have to offer.** When answering the questions, let the employer see what you have to offer their organization. Talk about your past experiences and accomplishments without bragging, and tie those experiences to how they can help you contribute to their organization.
9. **Think before you speak.** Although you want to be open and honest in your interview, avoid talking about your personal or financial problems.
10. **Don't linger.** Leave as soon as the interview is over, making sure you don't linger. Shake the interviewer's hand again, restate your interest in working for the organization, and thank them for the interview.

- *Defer discussions about money.*
- *See things from the company's interest, not yours.*
- *Speak in a properly modulated voice.*
- *Do not argue with the interviewer.*
- *Dress appropriately.*
- *Avoid too many facial and body movements that can be distracting, including nail biting, chewing gum, looking at watch, drumming fingers.*
- *Be courteous and polite at all times.*
- *Sit up straight! It shows interest.*
- *Speak up! It shows confidence.*
- *Maintain eye contact. It shows you're sincere.*
- *Listen. Show genuine concern.*
- *Relax. You can answer better if you are calm.*



### Making the deal

Sooner or later, you will be offered a job. And because you've worked long and hard to get it, your first impulse is to accept the offer.

Wait, relax, don't say "yes" right away! You need to study the job offer and understand it, especially the fine print or those items that are not clearly visible and obvious.

Ask for at least 24 hours to consider the offer. Discuss the offer with family and friends before you accept. Those who say "yes" on the spot may find out later that there are things they do not agree with. It may then be too late to back out.

#### **Remember:**

- An offer is not an offer unless it is written.
- An offer is not a job until you sign the contract.
- Negotiate before you sign the contract, not after you have accepted the job. You should negotiate when you are in a good position to do so.
- If you ask for more (salary, benefits etc.) two things can happen. Either you get it or you don't! But if don't ask, you won't get! Just be sure you don't complain that you're not given when you haven't asked!
- Read the written offer and contract before you sign.
- Check the job requirements and conditions of work- are you getting minimum wage (or above)? Are the conditions of work (hours of work, breaks, leave entitlement, OHS) in line with your labour laws and company policies?
- Clarify anything you don't understand.

**Worksheet: A Negotiation Story**

Read the story below and list what you learnt about negotiation from the story.

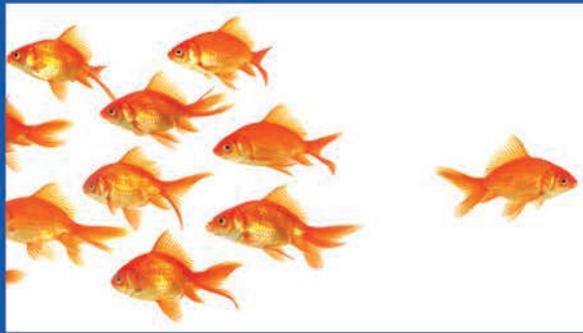
Anna, a call center agent who has been working for four years in three call centers has much more experience than others coming in to work in the call center for the first time.

But Anna is never able to use her four years worth of experience to negotiate for a better package. She is also given the same schedule as the newcomers even though there are day-schedules which may be given to those who have call center experience. Day-schedules are often considered preferable to graveyard (night) shifts.

The first day she reported as a new employee of her third call center, she talked with the HR Manager to complain about her package. She wanted her salary renegotiated. She learned that another agent who was hired together with her had only one-year experience but was signed up for over \$100 more.



# Creating Your Own Job





**There are two career options available to young jobseekers:**

- **Employment (waged employment)**
- **Entrepreneurship (self-employment- creating a job by running your own business)**

**Many people think that if they can't find waged employment, they will as a second option, create their own jobs by becoming entrepreneurs. This is not the right kind of thinking! Entrepreneurship is not something you choose because the employment option does not work. Creating your own job by going into business should be an informed decision!**

**If you are looking at starting your own business- START SMALL! You can test each step of running a business while assessing whether you have what it takes to run a business and minimizing any losses you may make.**

## **Employment or Entrepreneurship?**

Waged employment is as valid a career option as entrepreneurship, and it is not right for business people to consider it second-rate. You may choose to go into waged employment because you feel you are not cut out for running a business or you prefer a workplace which someone else owns. It is difficult to identify exactly if you are meant to go into business or if you have the employee mindset. Only you can assess your suitability. Are you:

- a risk-taker?
- committed to an idea?
- willing to work hard?
- passionate about pursuing a business idea?
- not afraid to lose (money, time, face)?
- one who can easily bounce back when things fail?
- physically and emotionally able to withstand the pressures?
- resourceful and innovative?
- positive in outlook?
- one who can communicate and relate well with all kinds of people?
- one who can envision a future that you can substantially control?

You may say that the list is also one that describes an employee. You're right! There's just one difference. The entrepreneur takes all the risk so that when it pays off, he or she makes all the gain. The employee may work as hard, but his or her earning capacity is limited by what the organization is willing to pay for his or her efforts.

### Can you run your own business?

Starting and running a business can be a lot of work. Are you ready to put in the time and effort? Can you handle the risks that go with a business' ups and downs? Entrepreneurship is not for everyone. In deciding whether to be an employee or an entrepreneur, consider these:

- **Assess yourself.** Do you think you are enough of a risk taker to venture on your own? Or do you feel more secure receiving a paycheck?
- **Study the business you want to go into.** From product or service, to market, to capitalization, to sustainability. Understand break-even, cash flow, inventory. Know it like the back of your hand.
- **Do some research to find out if there is a market for what you have to offer.** Who will your customers be? Where will you sell your product? Who is the competition? What will you offer customers to make them choose your products over someone else's?
- **Think about financing.** Where will you get money to set-up your business, create your product, pay staff, build inventory, and do marketing and sales? Can you support yourself while building your new business?
- **Learn more about what it takes to set up your business.** Among other things, you will need to know important things about federal and provincial licensing, local safety and health regulations, environmental protection rules, liability, employee deductions and labour standards.
- **How will you structure your new company?** Will it consist of just you as proprietor? Is it a partnership? A franchise? Will you incorporate? Each of these options has advantages and disadvantages, depending on the type of business you choose to run.
- **Ask advice and ask for help.** Interview business people. Learn from their lessons.
- **Prepare for both success and failure.** Anticipate the odds. Assess how much you can afford to lose. Plan for how to react if your business booms beyond your capacity.

## Coming up with your business idea

The right business begins with a good business idea. A business idea is a short, precise description of the basic operations of an intended business. A good business idea should tell you:

- What product or service the business will sell?
- Who your business will sell to?
- How your business will sell its product/ service?
- Which needs of your customers will your business satisfy?
- Why customers will buy from you and not from others?

Business ideas can come from you and the 'market'. You have your **abilities, skills, experiences, interests**. Your **network** of contacts will be very useful. The **market** will give you an idea of **customers needs and wants**. Changes in technology and the environment affects the market as it results in new needs and wants, as well as the products and services that will satisfy this.

**Example business ideas include:**

- **Small village canteen**
- **Grass cutting service**
- **Tyre repair shop**
- **Bakery**
- **Jewelry making**
- **Traditional crafts**
- **Screen printing**
- **Art gallery**
- **Shoe repair**
- **Tailoring**



## **Worksheet: Your business idea**

1. Brainstorm a list of business ideas.
2. Select the most suitable business ideas by thinking carefully about each idea on the list, using the questions below:
  - Who are the customers, market? Will you have enough customers?
  - Can you easily make the product or deliver the service?
  - Where will you get the money, materials, supplies and equipment you need to start the business?
  - Can you manage the business? If you need help, who do you turn to
3. If you are not sure about your answers to any of the questions, write down how you intend to get the answers. You may have to do more research or interview some people.

4. Use the template below to write your 3 best business ideas.

<b>My Business Idea:</b>	
Type of Business:	Retail
	Wholesale
	Agriculture, forestry, fishing
	Manufacturing
	Service providing
	Combination of
My products or services will be:	
My customers will be:	
Names of people in my business:	Work/ educational background:
Skills, experience and knowledge that I have in this type of business	
I have chosen this business idea because:	

## Worksheet: Analyse your business idea

- From your list of three business ideas, do a SWOT (strengths, weaknesses, opportunities, threats) analysis to decide which is the most suitable business idea. Follow the template of the example SWOT analysis below.

<b>Business idea: Second-hand clothes shop</b>	
<b>Inside the business (internal environment)</b>	
<b>Strengths</b>	<b>Weaknesses</b>
I have good marketing skills	Monthly rent for the shop is high
I once worked in a clothes shop	
I have a good fashion sense	
The proposed business location is close to suppliers and customers	
<b>Outside the business idea (external environment)</b>	
<b>Inside the business (internal environment)</b>	
<b>Opportunities</b>	<b>Threats</b>
The price of new clothes is too high for the potential customers. Prices are going up so people are looking for ways to save money	There are plans to start a new market where second-hand clothes can be sold.
Are there more strengths than weaknesses? Yes	
Are there more opportunities than threats? Yes	
How will I deal with the weaknesses and threats?	
<ul style="list-style-type: none"> <li>- I will spend more time to find a shop with lower rent</li> <li>- I can get a stall at the new market and use it to sell my products and advertise my shop</li> </ul>	

A business is suited to you if you have definite and positive answers to the following:

1. **Your customers, your market**

- Who are they? Will you have enough customers?

2. **Product knowledge and information**

- Can you easily make the product or deliver the service?

3. **Money and materials**

- Where will you get the money, materials, supplies and equipment you need to start the business?

4. **Management**

- Can you manage the business? If you need help, who do you turn to

If your business idea does not look feasible, that is, if you do not have positive answers to the questions above and the business idea has too many weaknesses and threats, then you need to choose another business idea!

## Marketing Your Business

You should not start a business if you do not have customers. They are the most important people for your business. If you do not provide what they want, at prices they are willing to pay, and treat them with respect, customers will buy from someone else.

To operate your business, you will need to know and understand your customers and competitors. Ask questions and get information from people who may be your future customers and competitors to help make your business more successful! When you have collected the information, prepare a plan to market your business. Consider the four Ps:

- **Product-** the quality, packaging, size and other characteristics of the products or services you are going to sell;
- **Price-** what you are going to charge for the products or services you will sell to your customers;
- **Place-** where your business is going to be located and how your product/ service will be distributed;
- **Promotion-** how you will inform and attract customers to buy your products or services.

## Worksheet: Knowing your Customers

Fill in the form to help you understand the customers who will buy your products or services.

What is your Main Product/Service .....

### WHO WILL YOUR CUSTOMERS BE?

Individual    Families    Other Businesses    Domestic use    Workmates

Age:    Adults    Ederly    Teenagers    Parents of Children

Gender:    Mostly Females    Mostly Male    Both

Location:They Live/ Work:    Nearby    At some distance    Far away

Income Levels:    High    Medium    Low

### NUMBER OF CUSTOMERS:

### HOW OFTEN WILL THEY BUY THIS PRODUCT OR SERVICE?

Once    Daily    Weekly    Monthly    Once per year    Seasonally

**HOW MUCH WILL CUSTOMERS BUY?**    Large quantities    Samll quantities

**FUTURE SIZE OF MARKET?**    Increase    Decrease    Stay the same

### WHY DO YOUR CUSTOMERS WANT/NEED THIS PRODUCT OR SERVICE?

### PREFERENCES OF CUSTOMERS

Size    Colour    Price    Convenience    Particular features/ Quality

**Worksheet: Know your Competitors**

Fill in the form to help you understand your competitors

What is your Main Product/Service .....

CHARACTERISTICS	Competitor A	Competitor B	Competitor C
Name of Competitor			
Type of Product			
Prices			
Quality			
Equipment			
Staff skills/pay			
Location			
Distribution			
Promotion/ advertising			
Other services			

My Competitors' major strengths are:

My Competitors major weaknesses are:

Given this information, I can improve myself and my business in the following ways:

## Worksheet: Develop your Marketing Plan

Use the form below to prepare your marketing plan for the product or service you identified when generating your business idea.

**Product** – What is your Product/Service? What will make customers buy from you and not from others who sell the same product/service?

**Price** – At what price(s) will you sell your product so that you can earn more? How does your price(s) compare with your competitors'? (Is your price higher, lower, or the same?) Why?

Will you give discounts? How much?

Will you sell on credit? To whom? Why? How will you collect? Will you charge interest?

**Place** – Where do you plan to sell your product/service? How do you plan to distribute it? (Retail/Wholesale, Direct/Indirect?) Why?

**Promotion** – How will you inform your customers about your product/ service? How will you promote your product to get more sales?

## Estimating Your Start Up Capital

When planning to start a business, you need to make a list of what is needed and then estimate the amount of money needed (if any). This is your start-up capital and may include money to buy equipment and pay for materials and everything you need to start your business.

***When forecasting your sales, keep it real! Answer these questions for a reality check!***

- A. How soon can you start selling? How much time will potential customers take before they place an order?***
- B. How often will you be able to sell? How many days can you spend selling? How long will each 'lead' take to line up? What percentage of leads will turn into sales?***
- C. How much will you be able to sell? What will the average sale value be? Will most people give repeat orders, or must you find new customers each time?***
- D. How long after a sale will it be before you can collect payment? How much income can you realistically expect each month?***

When using your own money, do not put all your savings into the business. Invest only the amount you can afford to lose completely. When borrowing from friends and family, explain to them the risks of your business. They should only lend to you what they can afford to lose completely.

Too little start up capital will cause the business to run out of cash too early, or even before you find out if your sales can cover your expenses and give you a profit.

On the other hand, too much start up capital can also make you careless. Because there is plenty cash available, you may not realize that you are not making enough sales to make the business workable.

To determine how much start up capital or seed money you need to start, you must estimate the costs of doing business for the first three months. Some of these expenses will be one-time costs such as the costs for purchasing equipment, the fee for incorporating your business or the price of a logo for your business. Some will be ongoing costs, such as transport, materials.

### Keeping Records and Pricing your Product

A good record keeping is needed for any business. This can be set up using a record book or notebook, recording money coming in to the business into a 'Money In' column and money going out of the business into a 'Money Out' column. A running balance (money in minus money out) is calculated in the 'Balance' column.

The price you charge must convince your customers to buy your product or service and give you a profit. You must study the situation very well and take great care when pricing your products and services.

You can price your products by comparing your products to other businesses that sell similar products to yours. Or you can price by adding a 'mark-up' to all the costs of making and selling a product, while making sure your prices are still competitive or close to the prices charged by your competitors.

All businesses have costs or expenses and some of these are materials, rent, stationery, transportation, and other items. You must manage these costs to make sure you earn a profit from your business.

***Direct costs are all costs related directly to the products or services your business makes or sells. These are costs for materials or labour that is used only when you produce or sell the product or service. For example, fittings and beads for a jewelry making business.***

***Indirect costs are not directly related to one particular product or service. These are the general costs for running your business, often called the 'overheads'. You spend for this even when you are not producing or selling your products, for example rent, interest on loans, stationery etc.***

***To increase profit, reduce indirect costs first as these may not be necessary to produce or sell your product. Reduce direct costs by looking for better materials and suppliers and cutting down on wastage of material.***



### Calculating your Cash Flow

Aside from keeping records, it is also important to know your business cash flow for a few months. This means estimating how much money/ cash will be coming in from sales in the months ahead. This also means estimating the costs for operating the business for each month. A cash flow plan helps you find out if, when and how much cash you will need to keep your business running. It can help you decide whether you will need to borrow money, reduce costs and so on.

**When forecasting your sales, keep it real! Answer these questions for a reality check!**

- A. How soon can you start selling? How much time will potential customers take before they place an order?**
- B. How often will you be able to sell? How many days can you spend selling? How long will each 'lead' take to line up? What percentage of leads will turn into sales?**
- C. How much will you be able to sell? What will the average sale value be? Will most people give repeat orders, or must you find new customers each time?**
- D. How long after a sale will it be before you can collect payment? How much income can you realistically expect each month?**

I NEED TO  
KEEP THE RECORD OF  
MONEY GOING IN AND OUT  
OF MY BUSINESS.



**Worksheet: Calculating your sales, costs and profit**

Using the example given below and the templates, calculate sales, costs and profit for Mere's business.

*After Mere (18 years old) completed Year 12 education, she attended a workshop on jewelry making and found that she had the interest and talent to make jewelry. She decided to set up a jewelry making business that she would run from home. Her clients would be mainly the working ladies around Delainavesi, where Mere lived. She estimated that she would need \$20 to start her business- \$4 for fittings (clasp, hoops, wire, crimps); \$10 for tools (cutter); \$2 for 100 bags to pack jewelry; \$4 for beads. she estimated that she could make 20 pairs of earrings to sell at \$5 a pair as a start. She loaned \$20 from her parents on 15/6/2013 to enable her to start her business. On 16/6/2013, she went by bus to town to buy the materials needed. Her costs were:*

- *\$10.00 cutter*
- *\$3.00 fittings*
- *\$4.00 beads*
- *\$2.00 bags*
- *\$1.00 bus fare*

*By 19/6/2013, Mere had made 15 pairs of earrings. On 20/6/2013, she walked around the neighborhood to visit friends and managed to sell 14 pairs of earrings at \$5 a pair.*

# Calculating your Cash Flow

## Step 1: Calculate your Sales

Date	Item	Amount

## Step 2: Calculate your Costs

Date	Direct Costs	Amount

### Total

Date	Indirect Costs	Amount

### Total

## Step 3: Calculate your profit

### Per Month

Sales		

### Total Sales

Costs:		
Direct material costs		
Other direct costs		
Indirect costs		
Total Costs		
Profit		

## Deciding the Legal Form of your Business

Different legal forms of business are:

- Sole owner (one owner only- you!)
- Partnership (you and someone else)
- Limited companies
- Cooperatives (and business groups in Papua New Guinea)

It is important that you select the most suitable legal form of your business. This will depend on your skills, amount of finance you need and whether you will share management of your business.

The simplest form of business is sole owner. It is also the most risky. If the business defaults on a loan, you as the sole owner may lose your property. A business can start with a sole owner and grow into a partnership or limited company.

If you select a partnership, write a partnership agreement including the amount you and your partner will put in to the business, the duties, roles and responsibilities of each partner, and how the profits will be shared.

### ***Business and Culture!***

***Most small businesses in the Pacific have relatives and friends as partners, employees and customers. This can be a good way to get started but can also bring special problems. Employ relatives or friends who are skilled and hard working. It will be good if you have relatives and friends who pay for your products and services in cash!***

***Most businesses have failed because of unreasonable demands of relatives and friends.***

- ***Make a budget for family expenses and do not spend more than this budget***
- ***Instead of giving credit, exchange your product for goods or work***
- ***Educate your family and friends to see the business as separate from you***
- ***Write down the rules to follow when dealing with family and friends and explain these to them***
- ***Record what you take as a wage from the business***
- ***Always leave enough savings in your business for loan repayments or unexpected costs***

## Worksheet: Know Your Legal Responsibilities!

Use the checklist below to find out the legal requirements of your business and where you can get information.

Legal responsibility	Applies to your business (Yes or No)	Source of more information	Cost
<b>Taxes</b>			
Sales tax			
Employers taxes			
Tax on business profits			
Other taxes (specify)			
<b>Employees</b>			
Minimum wage			
Working hours			
Holidays			
Occupational safety and health			
Sick leave			
Other conditions			
<b>Business permits/licenses</b>			
Business permit			
Other licenses (specify)			
<b>Insurance</b>			
Property			
Damage			
Medical			
Other insurance (specify)			
<b>Others</b>			

## Developing your Business Plan

After you have tried to run a very small business, like Mere's Jewelry Making Business, you may decide after some time to expand. Growing your business will require more effort in the planning stages.

Developing a business plan brings together your business idea and your long-term goals for the business. It provides a blueprint for running your business and a series of benchmarks or targets to check your progress against. A business plan is needed to convince your bank, and possibly key customers and suppliers, to support you.



## Worksheet: The Business Plan

The business plan puts together your business idea, marketing plan, sales and costs plan, and cash flow plan. Use this template to put together a 3 month plan to start your own small business!

### My Business Plan

Type of Business:

- Retail
- Wholesale
- Agriculture
- Forestry
- Fishing
- Manufacturing
- Service providing
- Combination of

.....

My products or services will be:

My customers will be:

Names of people in my business:

Work/ educational background:

Skills, experience and knowledge that I have in this type of business

I have chosen this business idea because:

### Marketing Plan

**Product** – What is your Product/Service? What will make customers buy from you and not from others who sell the same product/service?

**Price** – At what price(s) will you sell your product so that you can earn more? How does your price(s) compare with your competitors'? (Is your price higher, lower, or the same?) Why?

Will you give discounts? How much?

Will you sell on credit? To whom? Why? How will you collect? Will you charge interest?

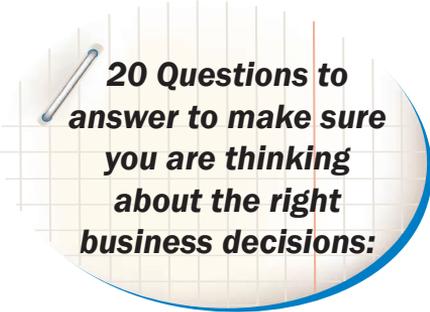
**Place** – Where do you plan to sell your product/service? How do you plan to distribute it? (Retail/Wholesale, Direct/Indirect?) Why?

**Promotion** – How will you inform your customers about your product/ service? How will you promote your product to get more sales?

**Sales and Costs Plan**

<b>Sales</b>	<b>Month 1</b>	<b>Month 2</b>	<b>Month 3</b>
Product/ Service 1:			
Product/ Service 2:			
<b>Total Sales</b>			
<b>Costs</b>	<b>Month 1</b>	<b>Month 2</b>	<b>Month 3</b>
Direct material costs			
Other direct costs			
Indirect costs			
<b>Total Costs</b>			
<b>Profit</b>			

<b>Cash Flow Plan</b>			
	<b>Month 1</b>	<b>Month 2</b>	<b>Month 3</b>
<b>Cash In</b>			
Sales- product (e.g. earrings)			
Sales- product (e.g. bracelets)			
Any other cash in (e.g. loan from parents)			
<b>Total cash in</b>			
<b>Cash out</b>			
<b>Direct costs</b>			
Materials			
Transport			
Other			
Indirect costs			
Any other cash out (e.g. loan repayment)			
<b>Total cash out</b>			
Cash at the end of the day			
Cash out for wages			
Remaining cash after wages			

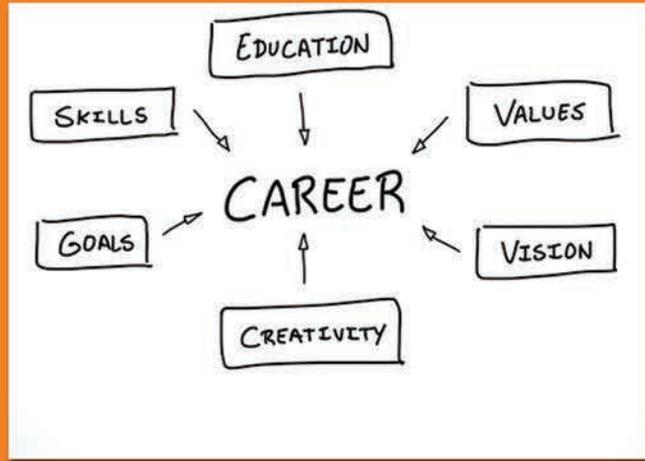


**20 Questions to  
answer to make sure  
you are thinking  
about the right  
business decisions:**

1. Why am I starting a business?
2. What kind of business do I want?
3. Who is my ideal customer?
4. What products or services will my business provide?
5. Am I prepared to spend the time and money needed to get my business started?
6. What differentiates my business idea and the products or services I will provide from others in the market?
7. Where will my business be located?
8. How many employees will I need?
9. What types of suppliers do I need?
10. How much money do I need to get started?
11. Will I need to get a loan?
12. How soon will it take before my products or services are available?
13. How long do I have until I start making a profit?
14. Who is my competition?
15. How will I price my product compared to my competition?
16. How will I set up the legal structure of my business?
17. What taxes do I need to pay?
18. What kind of insurance do I need?
19. How will I manage my business?
20. How will I advertise my business?



# Keeping A Job





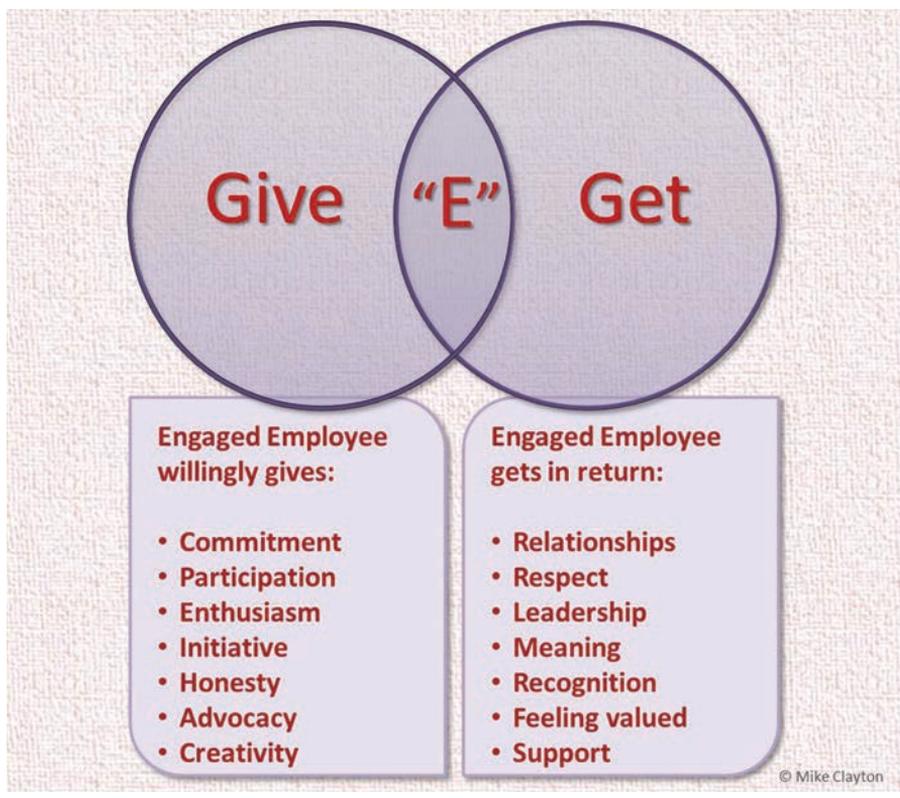
Once you get a job, whether as a waged employee or self-employed, you will want to do everything in your power to keep it!

That means arriving on time and being fully prepared to work your shift. It means following instructions and maintaining good relationships with your coworkers and supervisors. It means doing the job right and well. It means taking responsibility for yourself.

Success on the job comes naturally if you are willing to work hard, take initiative, and be responsible. You should bring with you every day to your new job:

- A good attitude
- Willingness to learn new skills and ask for help
- Patience
- The ability to listen, learn and accept criticism
- Friendliness and openness to co-workers
- Punctuality

If you've had difficulties on past jobs, it's important to understand why, so that you can avoid the same problems in you new job.



## **Worksheet: Evaluating my job**

1. Try filling out the following evaluation once a month by marking what best describes you. Be honest – only you will see it.

Some reasons why you have performed poorly, had difficulties, or may have quit jobs in the past include: (add on to the list if you want)

- You were bored with the work.
- You didn't like getting up in the morning.
- You didn't like the way your boss treated you.
- You didn't think you were getting paid enough.
- You didn't get along with you co-workers.
- The job cut into your social life
- You couldn't understand the job
- You were tired of making the products
- You ran out of ideas and customers

2. What might tempt you to quit your job? What is your plan to resist these temptations to quit?



## Top-tips for keeping your job

1. **Work Hard.** When it comes to making lay-off decisions, and the company has to choose, the most productive employees will get to keep the job. Most employers don't mind a little time spent on Facebook or texting, but do focus on your job and give your employer the time you're getting paid for.
2. **Be On Time.** The workers who are late to work, take a long lunch hour, use a ton of sick time, and/or leave early every day aren't going to win any points with their boss. Be punctual and be there, instead of making excuses for why you can't be at work.
3. **Be a Team Player.** The employees who don't get along well with others, who gossip about other workers, or who aren't willing to pitch in to help, aren't going to be appreciated.
4. **Be Flexible.** Flexibility can be a key component of hanging on to your job. When the company needs someone to change shifts, work weekends, put in some overtime, or work a different schedule, think about volunteering if your personal schedule permits.
5. **Don't Complain.** Nobody likes complainers, regardless of how legitimate the complaints are. If you don't like your job, I can guarantee there are plenty of other people who would jump at the chance to get it. When the job market is as upside down in the employer's favor as it is now, be really careful about complaining.
6. **Offer to Help.** One of the best ways to get (or keep) job security is to volunteer for new initiatives, to offer to help with projects, and to take on more responsibility.
7. **Keep Your Thoughts to Yourself.** Even if you don't like your job, keep it to yourself and your family or close friends. Don't tell the world, because the wrong person is probably going to see what you posted. That, in and of itself, can cost you your job.
8. **Stay Positive and Motivated!** Negativity is contagious, but so is a positive attitude. The more you stay positive, even if you're in a tough situation, the better you'll be able to manage and be motivated to do your work well. Read up or watch inspirational videos on staying motivated or reward yourself for your accomplishments so far!

9. **Try and Make the Job Work.** Is there anything you could be doing differently to make the job work? Could you ask for a transfer or a shift change? Is there anything that would make a difference and convince you to stay? When keeping your job simply isn't feasible, and it isn't always, take the time to job search and plan your departure, so you're not scrambling to find a job because you just got terminated.
  
10. **Constantly up-skill yourself!** The job market is always progressing and so should you! Take short courses, further education, and branch out to other departments of areas where you can learn new skills.



## Fifteen commandments for keeping your job

(This first appeared in Texas Business Today, 2nd/3rd Quarters 1998 issue and since has been pasted on many company bulletin boards. The last 5 were added in 2010.)

1. Be on time, whether it is with showing up for work, returning from breaks, going to meetings, or turning in assignments.
2. Call in if you know you will be late or absent. Most companies treat absences or lateness without notice much more seriously than simple absence or lateness.
3. Try your best; always finish an assignment, no matter how much you would rather be doing something else. It is always good to have something to show for the time you have spent.
4. Anticipate problems and needs of management - your bosses will be grateful, even if they do not show it.
5. Show a positive attitude - no one wants to be around someone who is a “downer”.
6. Avoid backstabbing, office gossip, and spreading rumors - remember, what goes around comes around - joining in the office gossip may seem like the easy thing to do, but almost everyone has much more respect - and trust - for people who do not spread stories around.
7. Follow the rules. The rules are there to give the greatest number of people the best chance of working together well and getting the job done.
8. Look for opportunities to serve customers and help coworkers. Those who would be leaders must learn how to serve.
9. Avoid the impulse to criticize your boss or the company. It is easy to find things wrong with others - it is much harder, but more rewarding, to find constructive ways to deal with problems. Employees who are known for their good attitude and helpful suggestions are the ones most often remembered at performance evaluation and raise review time.
10. Volunteer for training and new assignments. Take a close look at people in your organization who are “moving up” - chances are, they are the ones who have shown themselves in the past to be willing to do undesirable assignments or take on new duties.
11. Avoid the temptation to criticize your company, coworkers, or customers on the Internet. Social networking sites like Facebook, MySpace, Twitter, and blogs offer many opportunities to criticize - remember that anyone in the world can find what you put online and that employers may be able to take action against any employee whose online actions hurt the company or its business in some way.

## Fifteen Commandments for Keeping your Job

12. Be a good team member. Constantly focusing on what makes you different from others, instead of how you fit into the company team, makes you look like someone who puts themselves first, instead of the customer, the team, or the company.
13. Try to avoid ever saying “that’s not my job”. Many, if not most, managers earned their positions by doing work turned down by coworkers who were in the habit of saying that, and they appreciate employees who help get the job done, whatever it is.
14. Show pride in yourself and respect towards others. Never let yourself be heard uttering minority-related slurs or other derogatory terms in reference to yourself or to others. Use of such terms perpetuates undesirable stereotypes and inevitably disturbs others. It also tends to make others doubt your maturity and competence. The best way to get respect is to show respect toward yourself and others.
15. Distinguish yourself. Pick out one or more things in your job to do better than anyone else. Become known as the “go-to” person for such things. That will help managers remember you favorably at times when you really need to be remembered.



**Worksheet: Basic Competencies - Core Work Skills**

Let's go back to the checklist of basic competencies. Next to each skill, identify how you apply this to your job? How are these competencies being further improved/ enhanced?

<b>Competencies/ core-work skills How am I using it?</b>	<b>How is it being improved?</b>
1. <b>Receive and respond to workplace communication</b> – receive, respond and act on verbal and written communication.	
2. <b>Work with others</b> – develop workplace relationship and contribute to workplace activities.	
3. <b>Demonstrate work values</b> – demonstrate and live by desirable values and ethics in the workplace.	
4. <b>Practice basic housekeeping procedures</b> - apply the basic housekeeping procedures.	
5. <b>Participate in workplace communication</b> – gather, interpret and gather information in response to workplace communication.	
6. <b>Work in team environment</b> – identify role and responsibility as a member of a team.	
7. <b>Practice career professionalism</b> – promote career growth and advancement.	
8. <b>Practice occupational health and safety procedures</b> – comply with regulatory and organization requirements for occupational health and safety.	
9. <b>Lead workplace communication</b> – lead in the dissemination and discussion of ideas, information and issues in the workplace.	
10. <b>Lead small teams</b> – set and maintain team and individual performance standards	
11. <b>Develop and practice negotiating skills</b> – collect information in order to negotiate to a desired outcome and participate in the negotiation.	

# Fifteen Commandments for Keeping your Job

Competencies/ core-work skills How am I using it?	How is it being improved?
12. <b>Solve problems related to work activities</b> – solve problems in the workplace, including the application of problem-solving techniques, and to determine and resolve the root cause of problems.	
13. <b>Use mathematical concepts and techniques</b> – apply mathematical concepts and techniques.	
14. <b>Use relevant technologies</b> – selecting, sourcing and applying appropriate and affordable technologies in the workplace.	
15. <b>Utilize specialized communication skills</b> – use specialized communication skills to meet specific needs of external and internal clients, conduct interviews, facilitate group discussions, and contribute to the development of communication strategies.	
16. <b>Develop teams and individuals</b> – determine individual and team development needs and facilitate the development of the workgroup.	
17. <b>Apply problem-solving techniques in the workplace</b> – apply the process of problemsolving and other problems beyond those associated directly with the process unit. Apply structured processes and improvement tools.	
18. <b>Collect, analyze and organize information</b> – process, analyze, interpret and organize workplace information and other relevant data.	
19. <b>Plan and organize work</b> – outcomes required in planning and organizing work. May be applied to a small independent operation or to a section of a large organization.	
20. <b>Promote environmental protection</b> – adhering to environmental protection principles, strategies and guidelines.	



## Continuing Education

Every day, the job market becomes more competitive. Continuing education can help you keep up with the latest technologies, knowledge and skills needed to help you keep your job, get a new job or change careers. Even if you have completed your schooling, you can always continue to learn!

### Why go back to school or continue your education?

For your career:

- career and skills development;
- increase job opportunities;
- change careers;
- get a promotion;
- upgrade or develop new skills;
- learn new ideas and better ways of doing things;
- improve your competitive edge in the job market;
- keep pace with technology and industry trends;
- turn hobbies into job skills;
- get tools to cope with economic downturns;
- expand your professional network;
- boost your academic record;
- get your high school diploma;
- improve basic reading skills;
- earn credits toward college or university;
- retake courses to improve your academic grade-point average; and qualify for academic scholarships.

For you:

- learn and explore new interests;
- get a better awareness of different topics;
- meet new people and expand your network;
- better understand issues affecting you and your community; and improve your self-esteem.

# Yellow Pages

As part of your job seeking journey, it is a good idea for you to do some research on organisations, contacts, websites or NGOs that offer advice on finding a job, offer business training or skills training, provide mentorship for young people and so forth. Build up your yellow pages by talking to initial contacts who may then link you up with other contacts. A brief list is provided here to start you off.

## FIJI

Ministry of Labour, Industrial Relations and Employment

Headquarters

4th Floor - Civic House

P.O. Box 2216 Govt Bldgs,

Suva, Fiji.

Ph: (679) 3303-500

Fax: (679) 3304-701

<http://www.labour.gov.fj>

Fiji National Employment Center (NEC)

Ministry of Labour, Industrial Relations and Employment

2nd Floor Post Office building, Suva

<https://www.facebook.com/pages/National-Employment-Centre-Fiji/121326051254379>

National Centre for Small and Micro-Enterprises Development

Unity House, 82 Robertson Rd,

P.O Box 2532, Government Buildings, Suva

General Enquiry: 679 3312991

Business Training and Development:

679 3307122

NCSMED Business Incubation Centre: 679 3307122

Microfinance: 679 3307122

SME Display, Promotional and Sales Centre: 679 3307122

Fax: 679 3302356

Email: [info@ncsmed.org.fj](mailto:info@ncsmed.org.fj)

Website: [www.ncsmed.org.fj](http://www.ncsmed.org.fj)

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## SAMOA

Samoa Apprenticeship, Employment & Labour Market Division (AELM)

Ministry of Commerce, Industry & Labour, Apprenticeship Employment & Labour Market Division

4th Floor ACC House, Apia SAMOA

Samoa Public Service Commission

<http://www.psc.gov.ws/employment>

Small Business Enterprise Centre

Address: First floor, Sanalele Complex, Apia

Phone: (685) 22770

Fax: (685) 22769

Email: [alatina@ipasifika.net](mailto:alatina@ipasifika.net)

Website: [www.sbcecsamoa.ws](http://www.sbcecsamoa.ws)

Samoa National Youth Council

Address: First Floor, Office No. 1, Pat Ah Him Mall

Phone: (685)84 22584

Email:

[samoanationalyouthcouncil@ipasifika.net](mailto:samoanationalyouthcouncil@ipasifika.net)

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## TONGA

Tonga Employment Center, Ministry of Information & Communications

1st Floor, O.G.Sanft & Sons Building, Western Corner of Taufa'ahau Road and Wellington Road,

Nuku'alofa

P.O. Box 1380, Nuku'alofa, Tonga.

[enquiries@mic.gov.to](mailto:enquiries@mic.gov.to)

Telephone: (+676) 28 170

Facsimile: (+676) 24861

<http://www.mic.gov.to/ministrydepartment/366-employment-youth-sports>

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## **VANUATU**

Work Ready Scheme, Ministry of Internal Affairs, Vanuatu  
Vanuatu Department of Labour & Employment Service

<http://www.workreadyvanuatu.com/aboutthescheme>

<http://www.dol.govt.nz/initiatives/strategy/rse/iau-vanuatu.asp>

Email: [cwabaiat@vanuatu.gov.vujrereman@vanuatu.gov.vu](mailto:cwabaiat@vanuatu.gov.vujrereman@vanuatu.gov.vu)

Phone numbers +678 29937;

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## **NIUE**

Niue Public Service Commission - Job Employment Authority Office  
P.O. Box 125, Public Service Building, Niue.  
Telephone: (683) 4210

E-mail Address: [npsc.office@mail.gov.nu](mailto:npsc.office@mail.gov.nu)

<http://www.gov.nu/wb/pages/job-vacancies-tau-pu-gahua.php>

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## **SOLOMON ISLANDS**

Solomon Islands Ministry of Commerce, Industries, Labour and Immigration

<http://www.commerce.gov.sb>

Pasifiki Services Ltd

Atasi House

Point Cruz, Honiara

<http://www.pasifiki.com/index.html>

P.O. Box R241, Honiara Solomon Islands

Telephone: (+677) 20453

E-mail Address: [pasifikiservices@gmail.com](mailto:pasifikiservices@gmail.com)

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## **KIRIBATI**

Ministry of Labour & Human Resource Development

P.O Box 69

Bairiki, Tarawa, Kiribati

Phone +686 21097

Facsimile +686 21452

<http://www.kiribatilabour.com>

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For Recruitment inquiries

Ms. Makin Tonganibeia

Email: [makin@labour.gov.ki](mailto:makin@labour.gov.ki)

Skype: makint

Mobile +686 98657

Mr. Arawaia Tiira

Email: [arawaia@labour.gov.ki](mailto:arawaia@labour.gov.ki)

Skype: Arawaiat

Mobile +686 98649

Know About Business Training

Kiribati Chamber of Commerce of Industry

<http://www.kcci.org.ki>

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## **PAPUA NEW GUINEA**

Department of Labour & Industrial Relations  
National Employment Services

PO Box 5644, BOROKO, NCD

Telephone: (675) 325 2532

Fax: (675) 325 5644

Email: [info@ned.gov.pg](mailto:info@ned.gov.pg)

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Small Business Development Corporation of Papua New Guinea

Department of Trade and Industry

<http://www.sbdc.gov.pg>

<http://www.siyb.org.pg>

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## **TUVALU**

Tuvalu Ministry of Trade, Tourism and Commerce

Vaiaku

Fanafuti

Telephone: (+688) 20182

Facsimile: (+688) 20829

Offices: Tuvalu Business Centre

Email: [tbc@tuvalu.tv](mailto:tbc@tuvalu.tv)

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Tuvalu Cooperative Society

P.O. Box 11

Funafuti

Telephone: (+688) 20747

Facsimile: (+688) 20748

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# Job Search Engines!

## **PALAU**

Division of Youth  
Ministry of Community & Cultural Affairs  
P.O. Box 100  
Koror, Palau 96940  
Phone: (680) 767-1126  
Fax: (680) 767-3354  
Email: [mcca@palaunet.com](mailto:mcca@palaunet.com)

Palau Ministry of Education  
P.O. Box 819  
Koror, Palau 96940  
Tel. (680) 767-1464/2795/8943  
Fax. (680)767-1465  
Email: [moe@palaumoe.net](mailto:moe@palaumoe.net)

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## ***Job search engines!***

[www.ck/jobs.htm](http://www.ck/jobs.htm)

Jobs In The Cook Islands- an online site listing available jobs in the Cook Islands

<http://www.supereva.com>

Jobs Samoa or supereva.com

[www.fjjichris.gov.fj](http://www.fjjichris.gov.fj)

Fiji Computerised Human Resources  
Information System  
Ministry of Strategic Planning

<http://international.careers.org>

Careers.org offers detailed profiles of over 200 international countries, including specific career, employment and economic information.

<http://www.pacificislandjobs.com>

PACIFIC ISLAND JOBS for all jobseekers looking to find a job in the Pacific, Australia and New Zealand and employers and employment agencies looking to advertise their current vacancies.

<http://nz.indeed.com/Pacific-Island-jobs>

<http://www.seek.com.au/jobs/in-asia-pacific>

<http://mycareer.com.au/jobs/asia-pacific>

## Share your experiences

You can also share your experience with us either on your thoughts about the My Guide To Employment or your journey and challenges to employment.

Write to us at [suva@ilo.org](mailto:suva@ilo.org) for your feedback and stories.

You can also share your thoughts and stories on



<https://www.facebook.com/youth.ilo>

<https://www.facebook.com/pages/Pacific-Youth-Employment/174612166022134>

## Reference Websites

[www.ilo.org](http://www.ilo.org)

[www.careers.govt.nz](http://www.careers.govt.nz)

[www.careersaustralia.edu.au](http://www.careersaustralia.edu.au)

[www.planitplus.net/careerzone](http://www.planitplus.net/careerzone)

[www.icaew.com](http://www.icaew.com)

[www.ncwd-youth.info](http://www.ncwd-youth.info)

[www.ccdf.ca](http://www.ccdf.ca)

<http://careerinsite.alberta.ca>

[www.youth.gc.ca](http://www.youth.gc.ca)

## **About the ILO**

The International Labour Organization (ILO) is the United Nations agency devoted to promoting rights at work, encouraging decent employment opportunities for women and men in conditions of freedom, equity, security and human dignity, and enhancing social protection. It is unique in that it brings together representatives of governments, employers and workers to jointly shape policies and programmes and strengthen their dialogue.

The ILO develops international labour standards and works with members States to ensure they are respected in practice as well as principle.

The ILO Office for Pacific Island Countries based in Fiji, provides technical assistance to nine member States (Fiji, Kiribati, Republic of Marshall Islands, Palau, Papua New Guinea, Samoa, Solomon Islands, Tuvalu and Vanuatu), as well as to non-member States in the region as required, on a wide range of areas including: labour migration; the elimination of child labour; promotion of gender equality; labour law reform; protecting seafarers; labour market statistics; occupational safety and health; HIV/AIDs in the workplace; youth employment; and entrepreneurship development.

**ILO Office for Pacific Island Countries**  
**FNPF Place, 8th Floor, Victoria Parade**  
**PO Box 14500, Suva, Fiji**  
**tel: +679 331 3866**  
**fax: +679 330 0248**  
**email: [suva@ilo.org](mailto:suva@ilo.org)**  
**[www.ilo.org/suva](http://www.ilo.org/suva)**