



BAY COUNTY WORKSHOP SCHEDULE

Stress Management	12/1	2:00pm-4:00pm
Resume/Job Search	12/6	8:30am-11:45am
Interviewing	12/8	9:00am-11:00am
Customer Service	12/8	2:00pm-4:00pm
Resume/Job Search	12/11	8:30am-11:45am
Budgeting	12/13	2:00pm-4:00pm
Workplace Communication	12/14	9:00am-11:00am
Mature Worker	12/15	9:00am-11:00am
Resume/Job Search	12/19	1:30pm-4:45pm
Interviewing	12/20	2:00pm-4:00pm
Networking	12/21	9:00am-11:00am

Please sign up to attend. Notify your Career Manager.

WORKSHOP DESCRIPTIONS

Essential Work Skills – Interactive workshop that provides a certificate of completion that demonstrates to employers that you possess skills necessary to be successful. ***Required for anyone interested in training.***

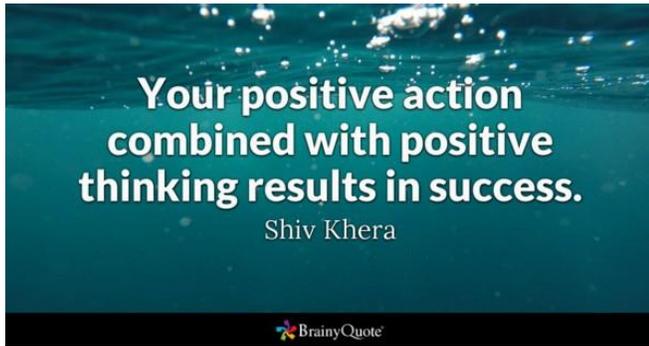
Mature Worker – Job Search targeted to job seekers 45+ years old.

Networking – Learn to develop your own networking circle and how to expand it to tap into a large number of jobs that are rarely advertised.

Out For Good – For job seekers with felonies/misdemeanors with specific job search issues.

Portfolio – Show off your accomplishments by creating a portfolio. Materials provided.

Veterans – To assist with the transition from military work to jobs in the civilian workforce.



Like us on Facebook (Great Lakes Bay Michigan Works) and follow us on Twitter (@GLB MiWorks) if you'd like to receive notices on new job postings.

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Career advice: How to master your next phone interview

Peter Jones, The Job Network

Published 9:02 a.m. ET Nov. 8, 2017

In this era of texting, when phone conversations are increasingly rare, a phone interview can be a daunting step during the job hunt process.

It's hard enough to do a face-to-face interview but, in this case, you have to create a rapport with a potential employer with no facial expressions to guide you. And just because you're not in front of someone, suited up and resume in hand, doesn't mean that your conversation is any less important. In fact, a survey on CareerBuilder revealed that 87% of employers could tell if a job candidate was a good fit within the first 15 minutes of a phone interview.

Here are a few tips to help keep you sane and increase your chances of success if you're asked to dial in to get to know your future employer.

Warm up your voice.

Don't let your phone interview be the first vocal contact you have with another person on interview day. Call a friend or family member and have a chat. If no one's around, have a conversation with yourself in the shower. Do anything it takes to get in conversation mode so you don't sound like you just rolled out of bed at interview time.

Treat it like the real thing.

So what if your interviewer can't see you? Dress up as you would for an in-person interview, wearing professional, comfortable clothing that makes you feel your best. Sit upright in a real chair. Don't slump on the couch, lie on your bed, or sprawl out. Act like a professional and you're more likely to sound like one.

Note: To give yourself an extra boost of confidence, try standing during the interview. Your voice will project better and it may curb nervousness.

Do your research.

Your interviewer wants to know that you're serious about the job, and the best way to show you really want it is to seek out information about your interviewer, the company, the position, the industry, etc. Do as much homework as you would for an in-person interview. If you are well informed, you will also be prepared for any question your interviewer might toss your way.

Don't babble too much.

Filling awkward silences with babble is a tic we all have in interviews, and it sounds even worse on the phone. Never talk to simply fill dead air and never keep your interviewer from getting in a word edgewise. Finish your sentences and allow room for the other person to respond—this is not only a good recipe for a natural interview conversation; it's also a sign that you're a considerate person.

Talk to a face.

If you can do a bit of Google stalking and find a photo of your interviewer, print it out or pull it up on your computer so you can look at it during your interview. This can help you connect with your interviewer and match her or his voice to a face. If you can't find a photo of your interviewer, try looking at a picture of someone in your field that you respect and pretend that you are trying to impress that person.

End on a positive note.

No matter how well (or terribly) you think the interview went, make sure to end with pep and confidence. Thank your interviewer for the call, reiterate your interest in the position, and remind him or her that you'd be a great fit—and a strong asset!—to the team. Even if you're not feeling it, project professionalism and positivity in those final moments. Then, immediately send a thank you note just as you would after an in-person interview.



How to Show 10 Top Soft Skills in Your Resume

Posted on [April 23, 2016](#) by [JobScan Blog](#)

Soft skills are a critical aspect of your professional brand. But which soft skills are highly regarded by most employers and recruiters? And how do you demonstrate you have those soft skills on your resume and LinkedIn profile?

Here are 10 soft skills that are in high demand among employers, along with how to include those critical skills in your personal marketing materials...

Flexibility

Flexibility is a big one for almost every employer. Employees that aren't flexible in their schedule, job duties, and/or the challenges they face in their jobs are harder to work with from the employer's perspective.

Flexibility can be demonstrated in your resume in a number of ways. For example:

- Flexibility: Managed representatives across multiple shifts to aid in the transition to new metrics standards.

Work Ethic

Work ethic, like flexibility, encompasses several habits that are especially desirable to an employer. Your willingness to take ownership of shortcomings, make good on company mistakes (regardless of fault), and to correct errors (even when they are to your advantage).

Demonstrating work ethic is likely to happen during the interview process through questions about failures or challenges, but this skill can be touched on in your resume. For example:

- Lead a multi-team training program emphasizing the importance of ownership, accountability and strong work ethic.
- Maintained perfect attendance during my five-year term of employment with the company.

Problem Solving

Problem solving is an exceedingly difficult skill to teach someone. It comes naturally to some people, while others struggle with it throughout their careers.

A good problem solver is very valuable as it shows the employee has the promise of taking on additional roles and adapting to challenging situations.

Here is an example of problem-solving as they might appear in a resume:

- Created a new process for handling customer complaints resulting in an 80% increase in customer satisfaction.

Teamwork

How well you work as an individual is important, but how well you work with a team will determine your long-term success with a company.

Demonstrating teamwork is an important part of your resume, and it can be done very easily. Here is an example:

- Led a quarterly team-building workshop designed to improve teamwork and morale.

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Time Management

Time management means a lot to an employer. Good time management skills mean you can get more done in less time, or that the time you have is spent as efficiently as possible.

This can be demonstrated in several ways. Here's an example:

- Consistently exceeded company efficiency goals while leading an initiative to make company meetings 30% more efficient.

Communication

Communication skills are key, especially in positions that require you to coordinate between multiple departments or individuals. Customer service is one area in particular where communication skills make or break an employee.

Here are two ways to demonstrate communication skills in your resume:

- Leveraged communication skills to become rated highest in the department in customer service resulting from after-call surveys.
- Established and maintained a line of communication between departments resulting in the successful completion of several key projects.

Adaptability

Many companies are big on cross-training and encouraging multitasking among their employees. If you are slow in your department, but have the skills to help out another, this makes you a bigger asset to the business.

Adaptability reflects your ability to work in a rapidly-evolving environment. Here is an example of adaptability in a resume:

- Volunteered to be cross-trained in multiple departments to provide additional assistance as needed.

Technical Skills

Basic technical understanding is a given for most jobs today, but not adding this information to your resume does you a disservice when hiring managers turn to software to filter applicants.

If your job requires a specific set of technical skills, list them. If you are technically savvy, find a way to work it into your resume, as well.

- Beta tested multiple content management systems to determine viability for the department.
- Created a spreadsheet that calculates payment plan installments and automatically generates notes for the representative.

Research

Akin to problem-solving, the ability for an employee to study a problem and assess a situation is an important quality for many jobs.

- Improved call center efficiency by 20% by researching statistical data and identifying inefficiencies.

Work Under Pressure

How are you in high-pressure situations? Do you have a story about a time when you had to pull out all the stops during a busy time at the office? Hold on to it, you will probably need that story during the interview.

Before the interview, however, you will want to at least hint that you work well under pressure.

- Among my team, maintained top quality standards (over 98.1 percent) during peak months.

Your soft skills are an important part of your professional qualifications. Add them to your resume and LinkedIn profile and land your dream job!



NOW RECRUITING:

EMT – Paramedics:

This training opportunity prepares and trains students for careers as Paramedics in as little as 18 months. Long Term Career with Short Term Training. After completing the 7 week EMT-B training, you will begin Paramedic training (part time for an additional 12 months) while you are working as a licensed EMT -gaining valuable experience and income while you complete your Paramedic training. Funding may be available for those that qualify. Work with your Career Manager to ensure you meet the requirements and have completed all necessary steps for eligibility. Starting salaries are \$10-\$19 per hour. Eligibility for both trainings includes, but is not limited to:

- WorkKeys; Applied Math (4), Work Place Documents (5), and Graphic Literacy (4)
- High School Diploma/GED
- No felonies & ability to pass a drug screen
- Ability to meet physical requirements; lift 100 lbs. at waist level
- Have reliable transportation, valid driver's license & driving record from Secretary of State showing less than 4 points
- Possess basic computer skills
- Up to date on vaccinations & able to attain Hep B vaccination & TB test



Make plans to attend an upcoming Information Session at **MMR- 834 S. Washington, Saginaw, MI**

- ◆ 12/5/2017 @ 1:00pm
- ◆ 12/12/2017 @ 9:00am
- ◆ 12/19/2017 @ 1:00pm



Chemical Process Operator Fast Start:

Over 96% of students have re-careered and received job offers. Dow Chemical has indicated that hiring will remain strong for the next several years. Starting salaries are \$14-\$24 per hour.

This is a **13 week** (40 hours per week in class, plus assignments outside of class) obligation. Successful completion will earn you 25 academic credits toward a Chemical Process Technology Associate degree and eligibility to apply for employment as a Chemical Process Operator. Work with your Career Manager to get help with the application process.



Make plans to attend an upcoming Information Session

- ◆ 12/7/2017 @ 1:00pm - Saginaw MW, 312 E. Genesee, Saginaw, MI 48607
- ◆ 12/18/2017 @ 1:00pm - Saginaw MW, 312 E. Genesee, Saginaw, MI 48607



Ask Me About *Fast Start!*

Delta College, in partnership with Michigan Works, provides short term specialized training when local employers are projected to have hiring needs that cannot be met by the local job market. Students for Fast Start trainings are selected by **Delta College**. Michigan Works can help you be more competitive for that selection process.

Chemical Process Operator

13 Week Class
Application Due: 1/2/2018
Classes Begin: 1/15/2018
Cost: \$5,400
Starting Salary: \$14-\$24

Applications are posted to Delta College's website and are available at all Great Lakes Bay Michigan Works offices.

<http://www.delta.edu>