



### *Job & Career Help Center*

Complete with **twelve** interactive components, these **three new course series** take the patron through every step of the career process—from figuring out what career to pursue, to mastering the hiring process, to success on the job.

Information is presented in a straightforward and engaging manner, and is equally suitable for new members of the workforce and seasoned professionals alike. Through specific information and examples, ideas are shaped and broad preferences are honed to suit patron's viable job options.

#### *Typical patrons include:*

- Members of today's workforce
- Career changers and those re-entering the workforce after personal leave
- Unemployed individuals seeking re-entry into the job market
- New and recent college graduates
- Job-readiness program participants
- Students in high school and community colleges preparing for careers

#### *Features include:*

- **Interactive diagnostics** – patrons enter their own information to arrive at career decisions and to create personal employment tools, such as contact lists, resumes, and cover letters
- **Export functionality** – patrons save and retain their own answers and responses to be used on resumes and cover letters, in interview scenarios, and in the workplace
- **Ability to save and print** checklists and samples for future use and reference
- **An array of models** that show possible answers to free-response areas, based on patrons chosen settings, experience level, and workplace situation
- **Sample formats** and detailed examples of business letters, resumes, action plans, e-mails, proposals, reports, and more



### **BUSINESS WRITING SKILLS SUCCESS COURSES**

This course series helps all professionals at every level become better communicators. Through tutorials and examples, the course demonstrates the basic principles of good writing.

#### ***1. Get Organized***

Patrons learn about, identify, and practice all types of organizing principles for writing. This course includes prewriting exercises and outlines to improve the organization of any business document, which will get patrons started down the right path for creating successful documents.

#### ***2. Find Your Audience***

Identifying and writing specifically to a certain audience can be difficult, especially when writing for work. Proper use of tone and appropriate language are stressed, with practice exercises to reinforce what has been learned.

#### ***3. Write for Clarity***

How to use clear, precise, and concise language is the topic of this course. Patrons are able to compare and contrast examples of common language usage and identify and correct passages where writing can be tightened through clarity and concision.

#### ***4. Word Choice***

The goal of this course is to help users recognize commonly confused and misused words and correct their usage mistakes once and for all. Patrons will write with greater confidence after mastering this course.

#### ***5. Grammar / Spelling / Punctuation***

The basic mechanics of spelling, grammar, and punctuation are reinforced in this course. Bad habits are broken, and forgotten rules are learned again in this straightforward and easy to navigate course.

#### ***6. Business Formats***

Templates for the ten most popular kinds of business writing are provided for patrons to apply to their own writing. Home patrons may save and print formats to use in their everyday work.

### **JOB SEARCH AND SUCCESS SKILLS COURSES**

#### ***1. Determining What You Want from Your Career***

Patrons take the necessary first steps in the job-hunting process, no matter what their level of experience. After completing a segment on goals, patrons learn how their skills, education, and specific training make them valuable employees to the right employer. Sample job descriptions are dissected so patrons learn to decode classified ads and job postings. Patrons answer questions in order to determine how to arrive at careers and job prospects best suited to their goals, skills, education, training, work style, and personal preferences.

Patrons determine:

- Short- and long-term personal, professional, and financial goals
- Skills that make patrons uniquely appealing to employers
- Types of careers suited to their personalities
- Kinds of work environments that will help them achieve success



### **2. Job Search & Networking Skills**

First, the many resources available to search for a job are highlighted and described in depth so patrons can apply them to their own job search. Next, patrons learn how networking can help them find the job that is right for their skills, education, and training. Also, a valuable segment on how to maintain professional contacts throughout one's career is covered.

Helpful, relevant information includes how to:

- Prepare for a job search and stay organized
- Use the Internet, classified ads, trade publications, and recruiters to find job opportunities
- Take full advantage of job directories, trade journals, and job fairs
- Understand networking etiquette
- Find professional contacts and create and organize a list of contacts

### **3. Success on the Job**

Patrons who have recently secured a job offer, or patrons already employed who are seeking to improve their on-the-job performance are able to jump into the course at this level. Topics covered include: Creating an action plan to better manage time and priorities, setting boundaries, managing a career path, keeping records, asking for promotions and raises, and finding a mentor. Finally, advice on knowing when to move on and preparing a letter of resignation are covered.

In this course, patrons learn:

- About paying dues and moving up in their careers
- Best practices for managing time and getting organized at work
- How to identify obstacles and overcome them to achieve career goals
- What it takes to make their mark while on the job
- How to resolve conflicts in the workplace and deal with challenging professional relationships
- When the best option is to move on to another job and how to go about it

## **RESUME AND INTERVIEWING SKILLS COURSES**

### **1. Creating a Great Resume**

In this course, patrons first learn about the different types of resumes. Next, each resume component is discussed and demonstrated. By the end of the course, patrons are able to draft all of the components of their actual resumes. Finally, they can save and export their own information to generate their own resumes.

Detailed, step-by-step instruction includes:

- Learning how action words and power phrases add impact to resumes
- Getting familiar with commonly accepted resume formats, and finding the best format for each patron's unique experience and qualifications
- Finding out how to create a resume that can be submitted electronically or scanned by a computer
- Maximizing skills and work experience to get noticed by employers.
- Using this new knowledge to begin writing a resume that fosters career advancement



### ***2. Creating Great Cover Letters***

This course is a direct companion to the resume course. Once their resumes are complete, patrons proceed to understanding and creating customized cover letters to accompany their resumes. First, the anatomy of the cover letter is discussed and demonstrated. Next, different formats are available to choose from and implement. By the end of the course, patrons are able to draft all of the components of their own cover letter(s). The course enables them to save and export their own information to generate as many customized cover letters as they need.

Detailed, step-by-step instruction includes:

- Learning what a cover letter does and how it can help land the job
- Getting familiar with every element of the cover letter
- Deciding what information to include in each cover letter
- Gathering professional information to be incorporated into a cover letter
- Formatting cover letters into professional, well-written documents

### ***3. Interview Tips to Get the Job You Want***

This course guides patrons through the next stage of the job search—the interview. This course teaches job candidates how to prepare for a job interview, how to conduct themselves professionally during any interview situation, and includes advice on taking the necessary steps before, during, and after an interview—including writing personalized thank you notes. Next, patrons consider job offers, learning the appropriate way to negotiate with employers, and finally the correct way to decline or accept the job offer.

Patrons will become comfortable in interview situations as they:

- Discover how research and networking factor into arriving at the interview feeling confident and prepared
- Learn to conduct themselves professionally during any interview situation
- Practice answering some of the most commonly asked interview questions
- Consider what questions to ask the interviewer
- Learn how to evaluate whether a job offer is right, and how to accept or decline with professionalism