



Professional Development Workbook

2022

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YOU'RE UNIQUE!

Content:

- Tell me about yourself
- Accomplishments
- Abilities
- Attributes
- Perceptions
- Interview Questions
- Six Tips for Interview Success (have the client watch the “tips” video)
- Resume
- Cover Letter
- Day before the interview
- Seven Tips for Job Success

1. TELL ME ABOUT YOURSELF

Most people will spend a lot of time creating the perfect resume and cover letter, however they often overlook the importance of verbal preparation. “So, tell me about yourself” is something you are sure to hear during your job search. It is important to be able to **deliver a strong introduction of professional experience** that is **interesting, informative** and makes them want to learn more about you—**in less than two minutes!**

2. ACCOMPLISHMENTS

What’s your biggest achievement?

Think about how you saved the company money, made something more efficient, improved customer service, etc. Something that had value and impacted the organization.

What do you do better than anyone else? What are your strengths and competencies?

Think about previous performance reviews, your superpowers (something you have always been good at).

3. ABILITIES

What roadblocks have you successfully navigated? How did you do it? Could you teach someone else?

What gaps (knowledge, skills, abilities) have you discovered, and how are you addressing them?

What are your professional values?

From the list, please choose 10 values that are important to you. Of the 10, narrow down to 5.

Achievement	Friendship	Pragmatic
Actualization	Fulfillment	Recreation
Adaptability	Genuine	Recognition
Adventure	Goal Oriented	Relaxation
Agreement	Harmony	Respect
Appreciation	Healing	Risk taking
Assertive	Hopeful	Safety
Autonomy	Humor	Security
Balance	Innovative	Service
Calm	Insightful	Solace
Certainty	Integrity	Spirituality
Change	Intuition	Teacher
Commitment	Joy	Teamwork
Compassion	Leadership	Tolerance
Communication	Learner	Transformation
Community	Listener	Understanding
Confident	Leaning In	Uniformity
Courage	Making a Difference	Vision
Creative	Mindfulness	Wealth
Education	Mission	Work
Empowered	Naturalness	
Energy	Nature	
Enlightenment	Open Minded	
Excitement	Optimism	
Fairness	Passion	
Faith	Patience	

4. ATTRIBUTES

What are your unique attributes or your work style? How do you solve problems or get results?

Do you prefer to work in groups? Or on your own? Why? How do you manage working in one scenario when you prefer the other? For example, can you be a self-starter even if you prefer collaborative group work?

5. PERCEPTIONS

How do you think your manager or supervisor would describe you? How about your colleagues?

Do you have written testimonials about your accomplishments? Reviews? Recommendations

6. INTERVIEW QUESTIONS

- Tell me about yourself...
- How did you hear about us and this position?
- Why do you want to work here?
- Tell me about a challenge that you have faced at work and how you have overcome it.
- Where do you see yourself 5 – 10 years from now?
- Why did you leave your last job?
 - I took the opportunity to stay home with my children.
 - I was looking to grow my career.

Address gaps in an honest, brief way.

- The company has some revenue issues and I was laid off.
- I needed to care for a sick family member and now I am ready to go back to work.
- I didn't feel like I was receiving the training I needed.
- What are your strengths?
- What are some areas that you might need support?
- Tell me about an accomplishment that you are most proud of.
- How do you deal with difficult coworkers?



Six Tips for Interview Success

1. **BE. ON. TIME.** You don't get a second chance to make a first impression! Aim to arrive 10 minutes early, and use the extra time to envision rocking that interview.
2. **Be aware of your body communication.** Interviewers will assume a lot about you by the way you move your body. Some things to keep in mind:
 - To feel & convey confidence and interest, sit up straight and make eye contact.
 - To feel & convey openness, relax your hands on the table/desk or in your lap.
 - To help interviewers stay focused on your words, try not to fidget and limit distracting jewelry such as multiple/bangle-y bracelets that jingle or bang loudly on desks.
3. **Use positive language.** The interviewer will be assessing what kind of influence you might be on others in the workplace, so framing things positively sets a good tone. Examples: Instead of "I don't work on weekends," try "I can offer 100% of my skills during the week." Instead of "I don't like working alone," try "I enjoy working in teams."
4. **Highlight your value.** An interviewer is assessing whether or not to invest in you, so let them see what makes you a unique addition to the team. Are you naturally friendly? Good at organizing? Eager to help others? Sell them what brings you joy about yourself!
5. **Research the company ahead of time.** An interviewer may ask what you know about their company and why you want to work specifically for them. A quick Google search will help prepare you with good answers.
6. **Write a thank-you note as soon as you get home. You might want to include something specific and always let them know you are interested in the role.** Keep it short and simple: "Thank you for the opportunity to talk with you today."
 - After our conversation, I am even more interested in the role
 - I enjoyed learning about (x).
 - After learning more about the position, I can see how I can contribute to (x).
 - I want to emphasize my excitement and interest in joining the company.

I look forward to hearing from you soon." It's an easy courtesy that puts you in their line of attention one more time!

REVIEW the SIX Tips for Interview Success day before your interview on the website:
<https://www.suitedforchange.org/client-resources>

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EDGE

Day before the interview:

Activity	Status
Confirm the details of the interview - name and position of the person interviewing you/time and place of interview.	
Get directions to the place interviewing – how will you get there? How long will it take to get there?	
Have some questions prepared to ask at the interview	
Have printed copies of your resume to bring to interview	
Have pad of paper and pen to take notes at interview	
Get your outfit ready, make sure it is neat, tidy. Decide how you will style your hair. Get accessories together.	

Day of interview:

Activity	Status
Dress properly – you got that!	
Arrive on time (5-10 minutes early)	
Bring printed copies of resume and pad of paper/pen; keep in nice folder	

During interview:

Activity	Status
Thank the interviewer: <i>Thanks for taking the time to meet with me today. I enjoyed our conversation about the [job title] position and appreciated learning more about [organization].</i>	

After the interview:

Activity	Status
Follow-up thank you note after the interview.	



Resume Best Practices

1. Content

Hiring managers spend about 3 seconds reading your resume, so you need to quickly orient the reader so below are a few quick tips.

- Do a summary of qualifications instead of an objective.
- Think about your skills and abilities – accomplishments, prior awards, use metrics and numbers (supervised 2 staff, provided admin support to 3 directors).
- What value did you specifically add? (Examples: Increased customer satisfaction, reduced costs, made a process more efficient, created job aides to eliminate confusion, improved employee morale, etc.)
- Interests – list your best and most interesting professional stuff first – not personal things like biking, reading, etc.

2. Format

- Reverse chronological order (most recent work experience should be at the top)
- Don't use fancy fonts, bullets and color. A simple, clear resume is best
- Think beyond job duties and highlight accomplishments
- Proofread for typos!!!
- As a rule of thumb, your entire resume should be 1 page for recent grads, 2 pages after 8-10 years and no more than 3 pages after 20 years
- For skills-based resumes, see examples here:
<https://www.indeed.com/career-advice/resumes-cover-letters/skills-based-resume-template>



Lydia Dickson

1 Main Street, New Cityland CA 91010 | C: 555-322-7337 | exampleemail@example.com

Summary

Resourceful and multi-talented Hotel Crew Member able to work in diverse areas. Proficient in picking up new procedures and tasks quickly while elevating customer service standards in every role. Personable and friendly with guests and colleagues alike. Background in restaurant, front desk, and housekeeping areas.

Highlights

- Customer service
- Telephone skills
- Results-focused
- Accurate and efficient
- Organized
- Proficient communicator
- Follows protocols
- Detail oriented
- Mathematical aptitude
- Proactive

Experience

The Battersea Hotel, New Cityland CA - Waitress November 2010 - Current

- Deliver exceptional guest experiences in the hotel's main restaurant by taking orders, delivering food, and managing all guest requests.
- Volunteer for additional side work, coverage of extra tables, and staying late to manage closing shift duties.
- Monitor guest satisfaction and report issues to management promptly.
- Follow safety protocols and hotel procedures at all times.
- Train new waiters and walk through initial shifts to inform and motivate staff.

The Battersea Hotel, New Cityland CA - Front Desk Representative January 2008 - October 2010

- Checked guests in and out of hotel, noting special room requirements or additional charges to be added to the final bill.
- Greeted all guests in a timely manner, following hotel protocols and ensuring issues were resolved.
- Completed end-of-shift reports and closed out the station properly.
- Coordinated across hotel departments, including security and housekeeping, to handle requests.
- Answered questions about hotel and surrounding entertainment options.

The Battersea Hotel, New Cityland CA - Housekeeping Attendant June 2004 - December 2007

- Inspected, cleaned, stocked, and straightened guest rooms after departures.
- Restocked housekeeping cards and supply closets.
- Delivered requested items to guest rooms, including linens and travel supplies.
- Greeted approaching guests every time, no matter how busy.
- Spot cleaned carpets, washed glass windows and doors, and removed trash from common areas between room assignments.

Certifications

California Food Handler's Card, 2010-Present

Hospitality Skills Certification (HSC), 2004

MIA MARTIN

1 Main Street, New Cityland, CA 91010 | C: (555) 322-7337 | example-email@example.com

SUMMARY

Dedicated and focused Administrative Assistant who excels at prioritizing, completing multiple tasks simultaneously and following through to achieve project goals. Answers a high volume of incoming calls while handling in-person inquiries from clients and colleagues. Flexible and hardworking with a strong drive to succeed.

HIGHLIGHTS

- Documentation
- Filing
- Meeting support
- Travel arrangements
- Organization
- QuickBooks and MS Office proficient
- Proofreading
- Understands grammar
- Business writing
- Dedicated team player

EXPERIENCE

Kiltle Productions, New Cityland, CA — *Administrative Assistant*

January 2010 - PRESENT

- Oversee receptionist area, including greeting visitors and responding to telephone and in-person requests for information
- Handle all media and public relations inquiries
- Coordinate inventory orders, office supplies, and travel arrangements for production staff
- Screen resumes submitted to company and post openings to job boards
- Greet numerous visitors, including VIPs, vendors and interview candidates

Johnson Staffing, New Cityland, CA — *Administrative Assistant*

March 2007 - December 2009

- Designed electronic file systems and maintained electronic and paper files
- Created PowerPoint presentations used for business development
- Managed the day-to-day calendar for company senior director

Ross Davis, Real Estate Agent, New Cityland CA — *Administrative Assistant*

May 2003 - February 2007

- Drafted meeting agendas, supplied advance materials and executed follow-up meetings and team conferences
- Assisted with event planning, including associated travel and logistical arrangements
- Prepared homes for open houses, picked up supplies, and sent invitations to potential buyers
- Obtained signatures for financial documents

EDUCATION

Advanced Microsoft Excel Training Course, 2009

Business Writing Seminar, 2008

Introductory Microsoft Office Applications Course, 20005

JACQUELINE WILLIAMS

1 Brown Hen Way, Las Vegas, NV 11111 | C: (555) 322-7337 | example-email@example.com

SUMMARY

Enthusiastic recent graduate of a medical assisting program who is eager to begin serving patients in the community. Shows extreme attention to detail, a superior work ethic and a congenial attitude that can help put patients at ease. Ability to perform vitals checks on patients, clean and dress wounds, and perform common administrative tasks. Experience volunteering at local hospitals in the pediatric and oncology departments. Looking for an opportunity to build skills while gaining experience and knowledge from mentors within the industry.

HIGHLIGHTS

- Strong IT knowledge and skills, including Microsoft programs.
- Affinity for learning new computer programs.
- Hard worker who is not afraid of learning new things and gaining additional responsibilities.
- Approaches problems with both logic and passion.
- Enjoys working in teams and alone, as patient care requires.
- Affinity for reading and comprehending medical terminology and information.
- Manages difficult or stressful situations easily.

EXPERIENCE

Desert Palm High School, Las Vegas, NV — *National Honor Society, President*

8/1/2013 - 5/1/2014

- Presided over meetings and ensured they were carried out according to the rules of procedure.
- Acted as representative of the chapter during official functions and in public relations.
- Appointed and oversaw committees.
- Coordinated chapter activities and evaluated how each division of activities was progressing.
- Worked with Vice-President to ensure the chapter met its goals.

University Medical Center, Las Vegas, NV — *Hospital Volunteer*

5/1/2012 - 5/1/2014

- Played with pediatric patients and kept them comfortable.
- Read to, talked with and listened to patients of all ages.
- Helped patients feel comfortable by providing them with basic needs such as blankets.
- Assisted nurses

EDUCATION

Associate of Science, Medical Assisting (4.0)

Community College of Las Vegas, Las Vegas NV

Desert Palm High School, Las Vegas NV

Advanced Placement Diploma, 2014 (GPA 4.35)

Honors: National Honor Society, President's Choice Awards

Cover Letter Template

Name

Your present address

City, State, Zip Code

Phone Number

Email Address

Dear Hiring Manager/ Name if Specific in Listing

Opening Paragraph: Say why you are writing and express your interest in the company

Second Paragraph: Describe any previous work experience that is relevant. Talk about specific skills you gained in other jobs and/or at your internship. Talk about your soft skills and what makes you a unique potential employee.

Closing paragraph: Close by making a specific request. Usually this means a request for an interview. Thank the employer for his/her time and consideration.

Sincerely,

Your

signature

Your typed name.



Name

Present Address

City, State, Zip code

Phone number

Email address

Dear Mr./Ms. (insert name of hiring manager or person who interviewed you)

Opening paragraph: Thank you for meeting with me today. I enjoyed hearing more about [insert name of company] and position for (insert job title you are interviewing for). I am excited about the opportunity to join [Name of company] and help [insert something related to company's mission/goals] with your team.

Second paragraph: I appreciated learning about (mention one or two things you learned about the position and/or company during the interview). After hearing more about the position, I see how I can use my skills to contribute to the mission of (name of company).

Third Paragraph:

I look forward to hearing from you about the next steps in the hiring process, and please do not hesitate to contact me if I can provide additional information.

Sincerely,

(Your name)



Seven Tips for Job Success

1. **Make it a habit to report to work early or on time.** What time you arrive is the **FIRST** impression you make at work every single day. Make that moment count!
2. **Be aware of your influence.** Your attitude impacts others, not just you. You can make the choice to offer your workplace something inspiring each day, even if it's just a friendly smile or a sincere wish for all of you to have a successful time together.
3. **Ask, listen, and observe.** Until you're the expert: ask directions, listen closely to instructions, and observe what helps others work efficiently and effectively. Soon you'll be the one others are asking, listening to, and observing.
4. **Contribute YOU -- because no one else can.** What makes you unique is **VALUABLE**, so be authentic, trust your strengths, and hold your head up high!
5. **Remember you and your employer need each other to succeed.** You want your place of employment to be the best it can be, so make your contribution to their success count. Employers recognize and reward those who are invested in *collective* goals.
6. **Evaluate your own work honestly.** Need to improve certain skills? Struggling with time management? While you may be a rock star at some things, you know when your work is slipping -- and so does your boss. Ask for help when you need it, and keep the lines of honest communication open -- with yourself, not just with others.
7. **Take care of yourself.** You can't give what you don't have. Treat yourself like someone you are eager to help succeed: Give yourself pep talks. Eat nourishing food. Get plenty of rest. Let your body, mind and spirit head to work ready for success!

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Tips For Managing Your Money

What kind of future do you want? (These are your hopes and dreams – Write them down.)

Set “SMART” Goals that are:

- Specific
- Measurable
- Action-oriented
- Reachable
- Time-bound

Measure and track progress: Example -- \$5 per week = \$20 per month; \$20 x 12 months = \$240 per year.

- Use a Bank or Credit Union Account
- Avoid “PayDay” Lenders
- List your income and expenses
- Create a Spending and Savings Plan
- Limit Use of Credit Cards
- Protect Your Identity

Be Aware that External Influences Can Impact Financial Choices.

- Advertisements (Fast food when hungry)
- Media (40% coupon off of an unneeded item)
- Celebrities (music, shoes, nails, etc.)
- Peers/Friends (Keeping up with the “Joneses”)
- Use Strategies to Stay Focused.

Avoid Impulse Buying:

Create your own saying or reminder when tempted:

“If it’s not on the list; it doesn’t exist”.

Remind yourself of the goal that would be negatively impacted if you acted impulsively.

Treat yourself when you have reached a milestone! You deserve it!