

SKILLS FOR SUCCESS

FOR EXPERIENCED WORKERS





Preface



Dear participants,

Welcome to the Skills for Success for Experienced Workers (SSEW) Program! This program, created by WoodGreen Community Services, represents our dedication to empowering experienced individuals to thrive in today's ever-changing workplace.

Purpose and Scope: The SSEW Program is tailored for individuals aged 45 and above, acknowledging the unique challenges and opportunities this demographic faces in the modern job market. Our aim is to equip participants with essential skills and knowledge to stay competitive and relevant in their fields.

Program Structure: In this curriculum binder, you'll find everything you need for the SSEW Program. Our curriculum covers digital literacy, socio-emotional intelligence, effective communication, problem-solving abilities and more, providing a holistic learning experience. Contents are organized for easy navigation:

- Program Schedule: Roadmap for each session.
- Presentation Printouts: Two slides per page for note-taking.
- Handouts: Supplemental materials to reinforce learning.
- Additional Resources: Curated collection for further enrichment.

Acknowledgments: We extend our heartfelt gratitude to all those who have contributed to the development and implementation of the SSEW Program. From our dedicated team of support staff and facilitators to the participants whose insights and feedback have shaped our curriculum, we are deeply appreciative of your support and collaboration.

Guiding Principles: At SSEW, we are guided by WoodGreen's and the Workforce Development team's core values of Diversity, Inclusion, Equity & Belonging (DIBE) and Employability. These values underpin our commitment to fostering an inclusive environment where individuals from diverse backgrounds feel valued, respected, and empowered to reach their full potential.

As you embark on this learning journey, we hope that the SSEW Program will not only equip you with the skills and knowledge needed for professional success but also inspire you to embrace new opportunities and pursue your passions with confidence and determination.

We're committed to your success. Welcome to SSEW, where opportunities for growth await!



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OPPORTUNITY MADE HERE.

Skills for Success for Experienced Workers (SSEW)

Training Schedule

10:00 AM – 4:00 PM					
Week	Mon	Tue	Wed	Thu	Fri
1	2 hrs	Day 1. In Person (5 hrs)	Day 2. In Person (5 hrs)	Day 3. In Person (5 hrs)	Day 4. In Person (5 hrs)
AM	- Registration Completion (with ECC - Employment Case Counsellor)	- Welcome & Icebreaker - Life Mapping	- Lumina Personality Assessment - Communicating your Strengths	- Identify Skills and SAR Stories - Pick ONE job posting to target	- Writing a Resume and Cover Letter - Book Resume Review Appointment
PM	- Laptop pickup	- Tech: My Computer - MS Outlook Email Basics	- Goal Setting - MS Word Basics	- Introduction to Learning Circles - Growth Mindset & Adaptability	- MS Outlook Calendar - MS OneDrive & Digital Binder
Week 2	Mon	Tue	Wed	Thu	Fri
	Home Study (5 hrs)	Day 5. In Person (5 hrs)	Day 6. In Person (5 hrs)	Day 7. Online (5 hrs)	Day 8. In Person (5 hrs)
AM	- Learning Circle Preparation - Create LinkedIn Account - Resume Update	- Recap (Previous Week) - Online Job Search Strategies: Indeed/Niche Job Boards	- MS Teams: Practice	- Communication Styles - Assertive Communication	- Interview Preparation - Interview Questions (SARR) - Mock Interview Practice at MIP
PM	- Homework/Independent Learning Activities - 1-on-1 Counselling with ECC	- Online Employment Scams - Introduction to MS Teams	- Resume - Employer Perspective	- Learning Circle 1	- Introduction to LinkedIn: Social Networking, Connect, Experience
Week 3	Mon	Tue	Wed	Thu	Fri
	Home Study (5 hrs)	Day 9. In Person (5 hrs)	Day 10. In Person (5 hrs)	Day 11. Online (5 hrs)	Day 12. In Person (5 hrs)
AM	- Learning Circle preparation - Resume & Cover Letter - Mock Interview Practice	- Recap (Previous Week) - Answering Behavioural and Situational Questions: SAR Method	- Systemic Chatter & Barriers Facing Mature Workers	- Learning Circle 2 - Active Body Active Mind	- The Proactive Job Search - File & Folder Organization
PM	- Homework/Independent Learning Activities - 1-on-1 Counselling with ECC	- Difficult Interview Questions - Problem Solving	- Mental Health and Self Care	- Customer Service	- Introduction to Excel - Excel: Keyboarding Activities 1
Week 4	Mon	Tue	Wed	Thu	Fri
	Home Study (5 hrs)	Day 13. In Person (5 hrs)	Day 14. In Person (5 hrs)	Day 15. Online (5 hrs)	Day 16. In Person (5 hrs)
AM	- Resume & Cover Letter - Homework/Independent Learning Activities	- Recap (Previous Week) - Conflict Resolution: De-escalation - TPL: Resources & LinkedIn Learning	- Reflection: Accomplishments - Update Resume & LinkedIn Profile	- Know Your Rights at Work: Employment Standard Act (ESA)	- Succeed in Your New Job - Reflection on Goals
PM	- 1-on-1 Counselling with ECC	- Excel: Keyboarding Activities 2 - Teamwork	- Excel: Keyboarding Activities 3 - Presentation Skills	- Responding to Criticism	- Wrap-Up (Summary of Learning) - Next Steps

▪ **Tuesdays, Wednesdays and Fridays:** In-Person Class

▪ **Thursdays:** Online Class (except first Thursday)

▪ **Mondays:** Independent Study

Class Timing: 10:00 AM – 12:30 PM; 1:30 – 4:00 PM (5 hours/day)



Day 1



Learning Outputs

1.1 Program Orientation:

- Understand the structure, expectations, overall goals and objectives of the training program.
- Foster an inclusive and welcoming environment by using inclusive language.

1.2. Building Relationships:

- Establish initial connections with fellow participants from diverse backgrounds.
- Foster a sense of community within the group and develop open, inclusive, and respectful communication with peers.

1.3. Life Mapping:

- Reflect and explore one's personal strengths, weaknesses, and opportunities for growth holistically through the creation of a life map.
- Gain a deeper understanding of themselves through reflection on personal milestones and analysis of their life journey.

1.4. Technology - Windows computer and MS Outlook:

- Navigate and understand the basics of the Windows computer, file explorer, internet connection, etc.
- Explore MS Outlook features to enhance written communication, focusing on email etiquette, business email writing, and identifying common mistakes.

Skills for Success (SFS) - For details, go to *Curriculum Outcome Map* spreadsheet and choose "Day 1" tab.

- **Adaptability**
- **Collaboration**
- **Communication**
- Creativity and innovation
- **Digital**
- Numeracy
- Problem solving
- Reading
- **Writing**



1



2

SSEW

Session 1 Welcome

Welcome

I AM A DIFFERENCE MAKER



SSEW was designed to provide you with opportunities to:

- Enjoy Learning
- Take Care of Yourself
- Connect with your peers
- Practice communication skills
- Learn job search skills
- Allow you to take your next step as determined by you!



3

SSEW

Expectations

How can you be successful?

I AM A DIFFERENCE MAKER



- Submit all work on time
- Or communicate to workshop facilitator or employment case counsellor (ECC) to make alternative arrangements
- Demonstrate teamwork by interacting with peers and staff supportively and respectfully
- Practice computer skills and communication skills to meet your unique goals
- Apply knowledge learnt to create an effective resume and practice interview skills

4

SSEW

Expectations

I AM A DIFFERENCE MAKER



Attendance:

- Attend 90-100% of classes on time (no more than 2 lates permitted)
- Attend 90-100% of classes (no more than 2 classes missed permitted)
- Contact the appropriate individuals (Employment Case Counsellor and Facilitator) to communicate a lateness or absence *before* it occurs

5

SSEW

Expectations

I AM A DIFFERENCE MAKER




Deliverables

- Goal Setting Activity
- SAR Stories
- Tailored Resume
- Cover Letter
- Mock Interview
- Program Evaluations: Pre-Program, Mid-Program, End-of-Program

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I AM A DIFFERENCE MAKER



SSEW


Outcomes

Desired Outcomes

- Cultivate useful habits: take charge of your job search | self-care | personal development
- Practice continuous learning: to address skills gaps | to better understand the how's and whys of human behaviour
- Improve digital skills (Windows computer and MS Office)
- Practice skills for workplace success in a supportive setting: collaborating, problem-solving, communicating, conflict management, DEI (diversity, equity, and inclusion)

7

I AM A DIFFERENCE MAKER



SSEW


Financial Support / Subsidy

Payment

- *[if applicable]*
- You can expect to receive ALL 3 payments within 2 or 3 weeks after the program completion day
- Contact WoodGreen if there are issues

8

I AM A DIFFERENCE MAKER




SSEW

**Employment
Case
Counsellors
(ECC)
Contact Info**

[Support Staff's Name and Contact Info]


9

I AM A DIFFERENCE MAKER



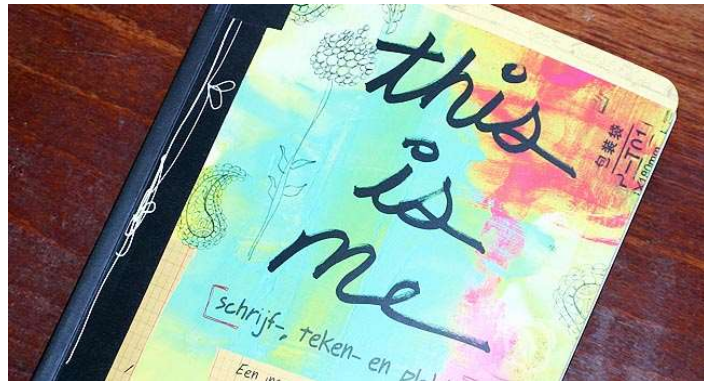
Questions

[Facilitator's Name and Contact Info]



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Introduction



With WoodGreen Community Services

1

Agenda – Learning Outcomes

Upon completion, you will understand:

- **Polychronic** vs. **Monochronic**: Why do we need to understand both and dance in both
- Why it is important to help people say your **Name**
- What are **Pronouns** and Why they Matter
- What is your **Life Map**
- Where can I go for additional support

2

Polychronic vs. Monochronic

- **Polychronic:** Collectivism, driven by relationship, circular, doing many things at once
- Easiest way to connect/impress with boss and co-workers is to ask questions about family and listen to find ways to help
- **Monochronic:** Individualism, driven by the clock, linear, doing one thing at a time
- Easiest way to connect/impress with boss and co-workers is to be a little early for meeting, stick to agenda, discuss problem with an idea for solution
- We need to dance in both worlds. At this time, the workplace in North America is still mostly **monochronic**. Which person do you think will have the harder time dancing? Someone raised in the polychronic or monochronic culture?



3

3

<https://youtu.be/JTPC73SdRkA>

Uzo Never Liked Her Name

Uzoamaka Nwanneka

- American actress with 2 Emmy Awards
- Played Suzanne "Crazy Eyes" Warren in *Orange Is the New Black*



4

Your Name

- Advanced communicators help others say their name
- Your name card is a great opportunity to start
- An example: Sally (SAL-ee), Annie (AN-ee), Malik (MA-leek), Ibiyemi (IB-ee-yem-ee), Seamus (SHAY-mus), Sean (SHON)
- Everywhere your name appears is an opportunity to help
- Increased immigration, global markets and the younger generations are demanding equity, diversity and inclusion (EDI)

5

Pronouns

- Sharing your pronouns demonstrates that you are accepting and respecting others and practicing Equity, Diversity and Inclusion (EDI)

GENDER-SPECIFIC & GENDER-NEUTRAL PRONOUNS

GENDER-SPECIFIC PRONOUNS

are the ways we refer to each other in the third person. People who are transitioning in some way **might choose to change their pronouns.**



ASK ✓

You cannot tell someone's name or pronoun just by looking at them.

RESPECT ✓

If someone takes the time to let you know their name and pronoun, use and respect it. It's not up to you to decide someone else's identity.

PRACTICE ✓

If you have difficulty using someone's pronoun and name, practice. Ask co-workers, peers, and friends to point out when you've made a mistake.

6

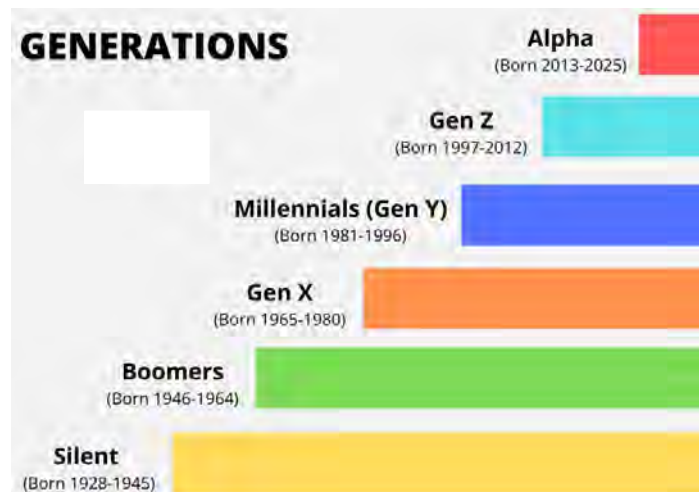
Gender Identity and Pronouns



7

What Generation are You?

- As of May 2016, for the first time in history, we now have several generations in the workforce
- The majority of the workforce consists of Millennials and Gen Z
- As of 2030 the world will have a new labor crisis. We will have less workers than jobs available. If you are a job seeker, this is good problem to have.



8

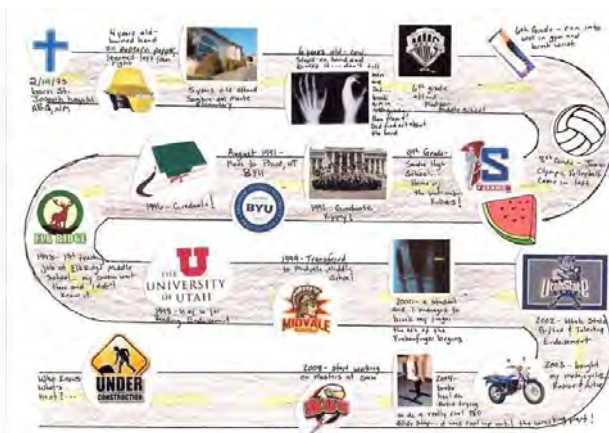
Life Map – In-class Activity

- Tools Needed: Large paper (bigger is better), grab colorful markers, perhaps you want to include pics
- Step 1: Draw your life map, focusing only on milestones. Maybe it's a tree or a flower vine or a row of buildings. Doesn't have to be only jobs, what about moving to a new country, raising a family, overcoming a major adversity
- Step 2: Reflect on each milestone. What 3 top **strengths/skills** came out of the end of that experience? Completing the entire map of milestones before you move on to step 3.
- Step 3: What are 3 **weaknesses** that you faced at the beginning of the milestone? Ensuring to complete each milestone before you move on to step 4.
- Step 4: When you look at your entire life journey (so far), what is the theme? The pattern of strengths/weaknesses? Your weaknesses are really opportunities. What skills can you learn to develop further and turn your weaknesses into strengths? What have you discovered about yourself?

Examples of milestones: jobs, volunteer, education, parenting, caring for elderly, moving to new country, learning new language, overcoming/managing an illness/injury, relationships, changing lifestyle i.e. diet, exercise. A milestone is an experience that has a **major impact** on your life.

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Life Map examples



Created by Sally Simpson (SSEW Workshop Facilitator)

Mental Health Resources

If you are feeling distressed or depressed, these organizations can provide help in many different languages:

9-8-8 Suicide Crisis Hotline	
If you are thinking about suicide, or worried about someone else thinking about suicide, call or text 9-8-8 for suicide prevention support at any time of day or night.	
Call or Text 988	Get Help 9-8-8: Suicide Crisis Helpline (988.ca)

Mental Health Helpline	
The Mental Health Helpline provides information in over 170 languages about mental health services in Ontario. You can visit their website or call the helpline 24 hours a day, 7 days a week.	
1-866-531-2600	www.connexontario.ca

Gerstein Crisis Centre	
Over 180 languages offering crisis services include 24/7 telephone support, in-person mobile crisis team, community support referrals, substance use crisis management, follow-up, and access to short-term crisis beds.	
416-929-5200	www.Gersteincentre.org

Crisis Services Canada / Talk Suicide Prevention	
24/7	
1-833-456-4566 or text 45645	https://talksuicide.ca/

Victim Services Toronto	
Victim Services Toronto provides immediate, confidential support for any person who has experienced crime or sudden tragedy. Crisis line 24/7	
416-808-7066	www.victimservicesontario.com

Assaulted Women’s Hotline	
Provides a safe space, free of judgment anytime, day or night, to support, listen and guide women who have experienced any type of abuse anywhere in Ontario. 24/7	
1-866-863-0511	www.awhl.org

Kids Help Phone	
Kids Help Phone’s e-mental health services are available 24/7 across Canada. We’re here for kids, teens, and young adults from coast to coast to coast.	
1-800-668-6868	https://kidshelpphone.ca/

Toronto Rape Crisis Phone	
24/7 phone support	
416-597-8808	www.Trccmwar.ca

Seniors Crisis Line	
Support for seniors 24/7	
416-217-2077	https://www.toronto.ca/community-people/children-parenting/seniors-services/seniors-health-services/

Emergency Housing	
Out of the Cold Foundation has locations across Canada	
416-338-4766 or 211	http://outofthecold.org/find-a-location/

Food Bank	
Toronto Meal Programs listed by location Toronto Meal Programs: Calendar	
416-203-0050	https://www.dailybread.ca/need-food/

Hope for Wellness Helpline	
Indigenous support 24/7	
1-855-242-3310	https://www.hopeforwellness.ca/

Human Trafficking Hotline	
A confidential, multilingual service, operating 24/7 to connect victims and survivors with social services, law enforcement, and emergency services, as well as receive tips from the public.	
1-833-900-1010	https://www.canadianhumantraffickinghotline.ca/

Warm Line	
4pm to midnight daily	
416-960-9276 text 647-557-5882	https://www.progressplace.org/

Warm Line	
Krasman Centre 24/7	
1-888-777-0979	https://krasmancentre.com/what-we-do/warm-line-peer-crisis-support/

Caregiver Support	
Reconnect Community and Health Services. Reconnect offers a wide range of community-based services for seniors, caregivers and people living with mental health and addictions concerns	
416-248-2050	https://www.reconnect.on.ca/about

Anishnawbe Health Toronto	
Indigenous mental health crisis management services. 225 Queen St. East. Mon & Wed 9:00AM – 8:00PM. Tues, Thurs, and Friday 9:00AM – 5:00PM. Please call 416-360-0486 for on call services (8:00 pm-9:00 am).	
416-360-0486	www.aht.ca

Native Canadian Centre of Toronto (NCCT)	
Indigenous support located at 16 Spadina Road Mon to Fri 9am to 3pm	
416-964-9087	www.ncct.on.ca

WoodGreen Counselling Services	
Walk-in counselling at 815 Danforth Ave on Tuesday between 4 PM and 6:30PM. Virtual counselling at 416-645-6000 ext.1990 Wednesdays between 4 PM – 6:30 PM.	

(416) 645-6000	www.woodgreen.org/programs/walk-in-counselling-wic
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The 519	
2SLGBTQ+ support located at 519 Church Street Mon to Fri 8:30am to 9pm Sat & Sun 9am to 5pm	
416-392-6874	www.the519.org

Trans Lifeline	
Trans Lifeline is a grassroots hotline non-profit organization offering direct emotional and financial support to trans people in crisis – for the trans community, by the trans community 5pm to 1am	
1-877-330-6366	https://translifeline.org/

Toronto Mental Health Resources	
Lists all the health and wellness services in Toronto	
	www.toronto.ca/community-people/health-wellness-care/health-programs-advice/mental-health-resources/

Central Intake	
Emergency Shelter Space	
416-338-4766 or 1-877-338-3398 or 311	www.toronto.ca/community-people/housing-shelter/homeless-help/central-intake

Toronto Distress Centres	
Service agency dedicated to providing timely emotional support, crisis intervention, and suicide prevention to people in distress	
416-408-4357	www.dcoqt.com

Toronto Animal Services	
Support for pets	
416-338-0934	https://www.toronto.ca/community-people/animals-pets/

Hong Fook Mental Health Association

Hong Fook provides services to promote wellness in the Cambodian, Chinese, Korean, and Vietnamese communities. Mon to Fri 9am to 5pm

416-493-4242

www.hongfook.ca

Canadian Centre for Victims of Torture

The CCVT provides treatment to help refugees to heal from trauma and become active members of the community. Mon to Fri 9am to 5pm 194 Jarvis Street (Mon to Thurs in-office, Friday via phone)

416-363-1066

www.ccvvt.org

Access Alliance Multicultural Community Health Services

Social workers at Access Alliance provide mental health counselling to refugees, newcomers & non-insured dealing with post-traumatic stress, anxiety, and depression. 340 College, Ste 500 Mon 9:30 to 7:30pm, Tues 9:30 to 4:30pm, Wed 1 to 4:30pm, Thurs & Fri 9:30 to 4:30pm

416-324-8677

www.accessalliance.ca

The Crossroads Clinic at Women’s College Hospital

The Clinic provides help with issues such as sleep disorders, depression, and anxiety. Mon to Fri 8:30am to 4:30pm (closed for lunch 12noon to 1pm)

416-323-6031

76 Grenville Street (3rd Floor)

New Beginnings Clinic: CAMH Services for Refugees

The Clinic is for patients who have a referral from a family physician or nurse practitioner. Leave message for a call back.

416 535-8501 ext. 31683

100 Stokes Street

Afghan Women’s Counselling and Integration Community Support Organization

Services are provided in Dari, Farsi, Pashto, Tajiki, Uzbeki, Arabic, Punjabi, Urdu, Hindi, and Turkmani. At the Organization’s Wellness Café project, community leaders organize discussions about wellness and mental health. Leave message for a call back.

416-588-3585

<https://afghanwomen.org>

Black Youth Helpline	
Support for black youth. Daily from 9am to 10pm	
1-833-294-8650	https://blackyouth.ca/get-involved/

Black Mental Health Canada	
Support for black people. Mon to Fri 9am to 5pm. 3440 Yonge Street	
1-866-302-7358 texting: 1-888-220-2510	https://blackmentalhealth.ca/

Spectra Helpline	
For Brampton and Mississauga residents: provides confidential crisis and suicide intervention, and emotional support for anyone who needs a caring, compassionate, and non-judgmental listening ear. English only 24/7	
416 920-0497 or 905 459-7777	www.spectrahelpline.org


LGBT Youth Line	
Lesbian, gay, bi, youth line	
647-694-4275 text, go to website for live chat	https://www.youthline.ca/

Help Ahead Line	
Phone line to access child, youth and family mental health and well-being resources in Toronto. Mon to Fri 9am to 7pm and Sat 9am to 5pm	
1-866-585-6486	https://www.helpahead.ca/

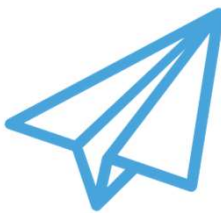
What's Up Walk In	
Check out website for locations and hours. The What's Up Walk-In (WUWI) network is Toronto's only free, six-day-a-week (Mon to Sat) mental health counselling walk-in service for infants, children, youth, young adults, and families.	
Various, see website	https://www.whatsupwalkin.ca/

Contact Info Updated Nov 30, 2023

** For up to date resources, please visit this website: <https://cmhato.org/mental-health-resources-toronto/#>



Welcome








Email

WoodGreen Community Services

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1



 	 
When to pick up the phone?	When to email?
You require a reply in less than 48 hours.	It is not urgent.
The conversation may be emotional or negative.	Availability of recipient is limited; therefore, email is most suitable.
You want to brainstorm, troubleshoot.	Information is simple, brief.
You don't want a permanent, written record.	You need a record of information.

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2



Agenda



- Choosing the appropriate mode of communication in a given situation.
- Email basics
- Email etiquette
- Accepted email structure and content construction
- Write an email utilizing accepted structure, construction and tone

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3



Writing an Effective Business Email




Match the advice with the topic:

- call to action • CC • subject line
- formality • starting your email


1. Depends on the context, the readers, the email topic, etc.
2. Should be brief, specific, and descriptive
3. Consider using this when sending an email to many recipients.
4. Give the reason why you are writing.
5. Include this so that readers know what you want them to do after reading your email

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4




Writing an Effective Business Email




<https://youtu.be/amJZXjxnhTI>

5



Writing an Effective Business Email



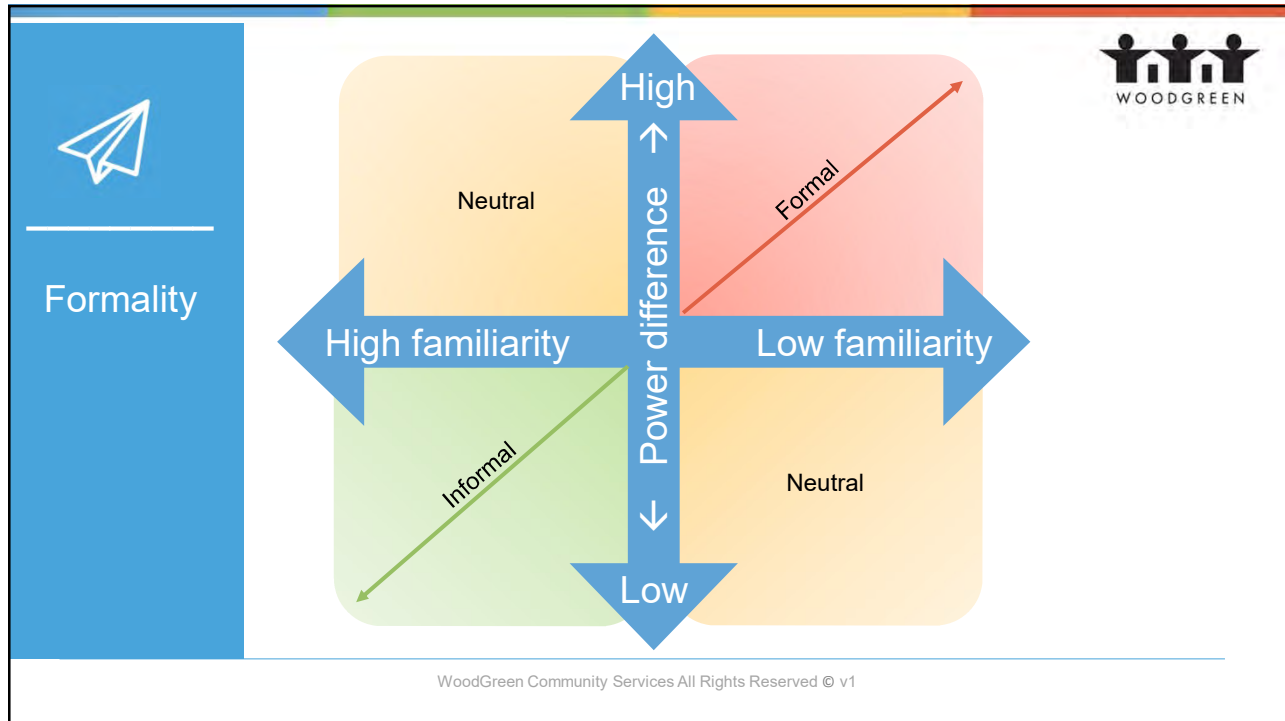
Match the advice with the topic:

- call to action • CC • subject line • formality • starting your email

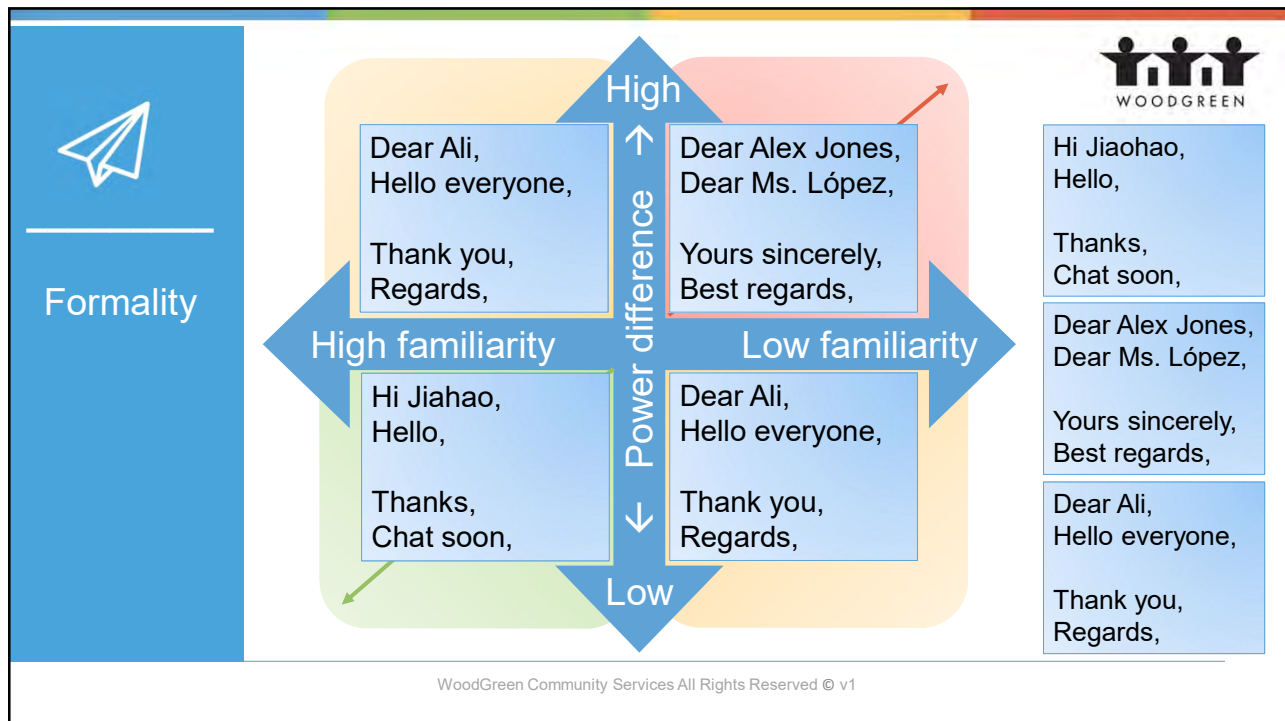
1. Depends on the context, the readers, the email topic, etc. - **formality**
2. Should be brief, specific, and descriptive
3. Consider using this when sending an email to many recipients.
4. Give the reason why you are writing.
5. Include this so that readers know what you want them to do after reading your email.

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6



7



8



Writing an Effective Business Email



Match the advice with the topic:

• call to action • CC • subject line • formality • starting your email

1. Depends on the context, the readers, the email topic, etc. - **formality**
2. Should be brief, specific, and descriptive. - **subject line**
3. Consider using this when sending an email to many recipients.
4. Give the reason why you are writing.
5. Include this so that readers know what you want them to do after reading your email.

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Writing an Effective Business Email



Match the advice with the topic:

• call to action • CC • subject line • formality • starting your email

1. Depends on the context, the readers, the email topic, etc. - **formality**
2. Should be brief, specific, and descriptive. - **subject line**
3. Consider using this when sending an email to many recipients. - **CC**
4. Give the reason why you are writing.
5. Include this so that readers know what you want them to do after reading your email.

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10



Writing an Effective Business Email



Match the advice with the topic:

• **call to action** • **CC** • **subject line** • **formality** • **starting your email**

1. Depends on the context, the readers, the email topic, etc. - **formality**
2. Should be brief, specific, and descriptive. - **subject line**
3. Consider using this when sending an email to many recipients. - **CC**
4. Give the reason why you are writing. - **starting your email**
5. Include this so that readers know what you want them to do after reading your email.

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Writing an Effective Business Email




Match the advice with the topic:

• **call to action** • **CC** • **subject line** • **formality** • **starting your email**


1. Depends on the context, the readers, the email topic, etc. - **formality**
2. Should be brief, specific, and descriptive. - **subject line**
3. Consider using this when sending an email to many recipients. - **CC**
4. Give the reason why you are writing. - **starting your email**
5. Include this so that readers know what you want them to do after reading your email. - **call action**

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12




Emails in Real Life




<https://youtu.be/sipisc-EA7k>

13



Common Email Mistakes




What advice is given about each of the following topics?


- bullet points
- attachments
- proofreading
- emojis
- email signature
- capital letters

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14




Common Email Mistakes




1. Don't use all **capital letters** . It will seem as if you are SHOUTING!
2. Don't forget to include the **attachments** if you want the recipient to refer to files mentioned in your email.
3. Break up large blocks of text with **bullet points** . This will make it easier for the recipient to read.
4. Avoid embarrassing typos or spelling mistakes by **proofreading** an email before sending.
5. End a business e-mail by including a professional **signature** that includes your name, job title, and contact information.
6. Avoid the use of **emojis** . Limit their use to informal emails.

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15



Email Conventions

To  Mymanager@organization.com ✕

Cc

Request for Standard Operating Procedures


Good morning Kim,

Hope you had a great weekend!

Would you please send me the LinkedIn Learning Standard Operating Procedures?
I would like to review them before Thursday's meeting.

Thank you,

Harold Wu
Program Coordinator
[WoodGreen Community Services](#)
416-123-4567
[haroldwu@organization.com](#)



Addressed to:

- The person from which you require action

Cc and Bcc:


- Use sparingly

Subject Line:

- Focusses on the action
- Readable on mobile device

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16



**Email
Conventions**

To Mymanager@organization.com ✕

Cc



Request for Standard Operating Procedures

Good morning Kim,

Hope you had a great weekend!

Would you please send me the LinkedIn Learning Standard Operating Procedures?
I would like to review them before Thursday's meeting.

Thank you,

Harold Wu
Program Coordinator
[WoodGreen](#) Community Services
416-123-4567
haroldwu@organization.com

Salutations:

- ✓ Good Morning
- ✓ Hello
- ✓ Hi
- ✓ Dear
- ✕ Hey


First Name: Kim

Last Name: Ellis

- ✓ Kim Ellis
- ✓ Kim
- ✕ Ellis
- ✕ Ms. Kim

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**Email
Conventions**

To Mymanager@organization.com ✕

Cc



Request for Standard Operating Procedures

Good morning Kim,

Hope you had a great weekend!

Would you please send me the LinkedIn Learning Standard Operating Procedures?
I would like to review them before Thursday's meeting.

Thank you,

Harold Wu
Program Coordinator
[WoodGreen](#) Community Services
416-123-4567
haroldwu@organization.com


Establish tone

Call to action should be in the first or second sentence


Details come after call to action

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Email Conventions

To  Mymanager@organization.com X

Cc

Request for Standard Operating Procedures


Good morning Kim,

Hope you had a great weekend!

Would you please send me the LinkedIn Learning Standard Operating Procedures? I would like to review them before Thursday's meeting.

Thank you,

Harold Wu
Program Coordinator
[WoodGreen Community Services](#)
416-123-4567
haroldwu@organization.com



Closing Examples:


- Best,
- Best regards,
- Best wishes,
- Kind regards,
- Looking forward to hearing from you,
- Regards,
- Sincerely,
- Thank you,
- Thanks again,

Signature includes:

- Name
- Title
- Organization Name
- Phone Number
- Email

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Homework


Email the facilitator so that they have your new email address. Share something about yourself that is important for them to know.



- To: xxxx@woodgreen.org [facilitator's email]
- CC: Your personal email address
- Subject: Concise & descriptive. E.g., *Introducing myself*
- Body of email:
 - Informal greeting
 - Friendly opening. E.g., *I've enjoyed our first couple of classes.*
 - Purpose of email. E.g., *I'm writing to let you know...*
 - Closing & name
 - [Optional] Include signature





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 Questions 



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A. Watch the video. Then, match the advice with the topic:

TOPIC:

<i>call to action</i>	<i>CC</i>	<i>subject line</i>	<i>formality</i>	<i>starting your email</i>
-----------------------	-----------	---------------------	------------------	----------------------------

1. Depends on the context, the readers, the email topic, etc.: _____
2. Should be brief, specific, and descriptive: _____
3. Consider using this when sending an email to many recipients: _____
4. Give the reason why you are writing: _____
5. Include this so that readers know what you want them to do after reading your email: _____

B. What advice is given about each of the following topics?

TOPIC:

<i>bullet points</i>	<i>attachments</i>	<i>proofreading</i>	<i>emojis</i>	<i>capital letters</i>	<i>email signature</i>
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1. Don't use all _____. It will seem as if you are SHOUTING!
2. Don't forget to include the _____ if you want the recipient to refer to files mentioned in your email.
3. Break up large blocks of text with _____. This will make it easier for the recipient to read.
4. Avoid embarrassing typos or spelling mistakes by _____ an email before sending.
5. End a business e-mail by including a professional _____ that includes your name, job title, and contact information.
6. Avoid the use of _____. Limit their use to informal emails.

C. Practice!

Send an email to the facilitator: Share something about yourself that is important for them to know.

- To:@woodgreen.org
- CC: Your personal email address
- Subject: Concise & descriptive. E.g., *Introducing myself – State your name*
- Body of email:

Informal greeting

Friendly opening. E.g., I've enjoyed our first couple of classes.

Purpose of email. E.g., I'm writing to let you know...

Closing & name

[Optional] Include signature



Day 2



Learning Outputs

2.1 Strengths-Based Personality Assessment (Lumina)

- Complete the Lumina assessment and interpret the results of the assessment.
- Identify and acknowledge personal strengths and areas of potential growth.
- Develop the English language necessary to articulate and provide evidence for these strengths.

2.2 Goal setting (SMARTER goals vs Planned Happenstance):

- Identify and understand the benefits and suitability of two different approaches (SMARTER goals vs Planned Happenstance) to setting goals.
- Brainstorm motivation and support and set 3 goals for personal and professional development.

2.3 MS Word Basics

- Practice creating a new document in MS Word and experiment with formatting text (e.g., font style, size, alignment).
- Learn how to use common keyboard shortcuts and save an MS Word file in a designated folder for organization.

Skills for Success (SFS) - For details, go to *Curriculum Outcome Map* spreadsheet and choose "Day 2" tab.

- **Adaptability**
- Collaboration
- **Communication**
- Creativity and innovation
- **Digital**
- Numeracy
- Problem solving
- **Reading**
- **Writing**

SMARTER Goals & Planned Happenstance

A structured, linear approach to pursuing goals works well for some. Others prefer a more flexible approach that is responsive to change and opportunities. Compare setting **SMARTER goals** and following the **Planned Happenstance** model. Then, answer the questions below.

SMARTER Goals	Planned Happenstance
<p>SMARTER goals are well-defined, measurable objectives that you set to outline the goals that want to achieve, how you will do it, and by when. Each letter in SMARTER stands for a different element of this goal-setting strategy.</p> <p>Elements</p> <ul style="list-style-type: none"> ○ Specific (so I know exactly what I am trying to achieve) Your goals should clearly state what you want to achieve. If your goal is complicated or large, try breaking it down into smaller, specific steps. ○ Measurable (so I know when I have achieved it) How will you know if you are making progress? How will you know if you have achieved your goal? Counting and keeping track of time, money, or items can be motivating. ○ Action-oriented (so I can DO something about it) Do you know what steps you have to take to reach your goal? What barriers will you need to overcome? Make sure that you know what is involved and set yourself up for success. ○ Realistic (so it IS achievable) Is it truly within your ability, skillset, and resources to achieve? ○ Time-Bound (so I have a deadline to work towards) Set deadlines that are not too far away. If there is no timeframe, you may lose your sense of urgency and your motivation to achieve your goal. ○ Evaluated (how will I know I have achieved my goal?) ○ Reviewed/Readjusted (to ensure it is REALLY what I want to achieve) 	<p>“The view that you can create opportunities by taking action on your curiosity and on chance events. ... It is a conscious, purposeful, and on-going process that will help you to build a more satisfying and fulfilling career.”¹</p> <p>Traits²</p> <ul style="list-style-type: none"> ○ Curiosity Learn new things and explore new opportunities ○ Persistence Be prepared to deal with and overcome obstacles ○ Flexibility Respond and adapt to change ○ Optimism Focus on the potential and value of unexpected events ○ Risk-taking Do not letting uncertainty hold you back from acting <p><i>“I advocate passionate dedication to the pursuit of short-term goals. Be micro-ambitious. Put your head down and work with pride on whatever is in front of you. You never know where you might end up. Just be aware the next worthy pursuit will probably appear in your periphery, which is why you should be careful of long-term dreams. If you focus too far in front of you, you won’t see the shiny thing out the corner of your eye.”</i></p> <p>- Tim Minchin</p>

Question	Notes
Which elements of the SMARTER goals approach am I good at incorporating when setting goals? Which elements do I struggle with?	
Which traits of the Planned Happenstance approach do I feel most comfortable with? Which traits do I struggle with?	
Which approach appeals to me? Why?	
How could the structured SMARTER goal approach benefit me in setting and reaching my goals?	
How can the Planned Happenstance approach benefit me in my career journey?	
Could elements/traits of either of these two approaches help me to reach the goals that I set for myself at the start of this course?	

1. Source: *Luck is No Accident: Making the Most of Happenstance in Your Life and Career*, Kathleen Mitchell, Al Levin and John Krumboltz “Planned Happenstance: Constructing Unexpected Career Opportunities” *Journal of Counseling and Development*, 1999.
2. Source: [Planned Happenstance and Your Career](#), McMaster University Student Success Centre,



Day 3



Learning Outputs

3.1 Identify Key Skills

- Identify transferable skills that they possess and recognize skills and experience to be acquired.
- Conduct a micro-analysis of the labor market by collecting and analysing job postings to gain insights about a specific industry

3.2 SAR Stories

- Apply Situation-Action-Result (SAR) formula to construct stories that highlight one's strengths within both professional and personal settings
- Draft a SAR story for each identified in-demand skill

3.3 Growth Mindset and Adaptability:

- Understand the difference between fixed mindset and growth mindset.
- Assess their own adaptability and willingness to embrace change.
- Explore barriers to adaptability and learn strategies to become more adaptable in various contexts.

3.4. Introduction to Learning Circles:

- Be introduced to Learning Circles and the advantages of self-directed learning.
- Understand how Learning Circles can empower individuals to take control of their education in a social and collaborative setting.

Skills for Success (SFS) - For details, go to *Curriculum Outcome Map* spreadsheet and choose "Day 3" tab.

- **Adaptability**
- **Collaboration**
- **Communication**
- Creativity and innovation
- Digital
- Numeracy
- **Problem solving**
- **Reading**
- **Writing**

Identifying Your Skills

With WoodGreen Community Services



1

Agenda – Learning Outcomes

Upon completion, you will understand:

- 9 Key Skills from SFS
- Which skill is the most important skill and why
- Where to find Job Postings
- General Resume vs. Targeted Resumes
- How to Unpack a Job Posting
- What are Your **Green** Skills
- What are Your **Yellow** Skills
- Why the Best Resumes Target the Green Skills
- How to be a Strong Candidate for Any Role

2

9 Key Skills by Skills for Success (SFS) Model

- Adaptability
- Collaboration
- Communication
- Creativity and innovation
- Digital
- Numeracy
- Problem solving
- Reading
- Writing

www.canada.ca/en/services/jobs/training/initiatives/skills-success.html

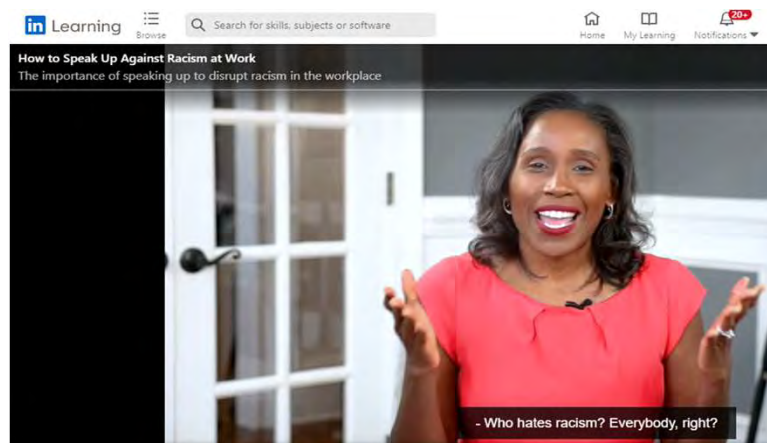


3

3

[LinkedIn Learning - Free at any Public Library](#)

Get started with FREE anti-racism courses on LinkedIn Learning. Equity, Diversity & Inclusion (EDI) Awareness and Advocation aka Anti-racism Training. EDI is the number one skill because all skills are less if you are not continuously learning and practicing EDI. *We recommend that you only work for organizations that honour this practice.



4

4

Difference Between a General Resume vs. Targeted Resume

General Resume



Purpose:

- Designed to be versatile and applicable to various job opportunities.

Content Focus:

- Includes a broad overview of your entire professional background.
- Encompasses a wide range of skills, experiences, and achievements.

Customization:

- Often requires less customization and can be used for multiple applications.
- Serves as a foundational document that can be adapted as needed.

Difference Between a General Resume vs. Targeted Resume

Targeted Resume



Purpose:

- Tailored specifically for a particular job or industry.

Content Focus:

- Emphasizes skills, experiences, and achievements directly related to the job.
- Highlights qualifications that match the specific requirements of the job posting.
- Provides detailed information on relevant experiences and accomplishments.

Customization:

- Requires significant customization for each job application.
- Demonstrates a strong alignment with the requirements of a particular job posting.

Job Posting Sample

Company: Castleview Wychwood Towers

Job Title: Personal Support Worker

See full job posting in Hand out

- Shopping List
 - Hiring Manager is shopping for a candidate with skills \$
- Add key skills to all job postings

Free PSW course offered: [Personal Support Worker \(PSW\) | City Adult Learning Centre](#)



Skills Required / Qualifications:

1. Must have Personal Support Worker (PSW) Certificate/Diploma or equivalent
2. First Aid/CPR an asset
3. Behavioral management training (such as gentle persuasive approach, PIECES, U-First, CPI) is considered an asset
4. Acute care and/or previous rehab experience considered an asset;
5. At least ten years of person-centered care experience mandatory, preferably working in a long-term care facility
6. Senior Care: Experience in assisting patients with activities of daily living: This includes feeding, lifts and transfers, bathing, skin care, oral hygiene, and toileting.
7. Proven commitment to fostering equity, diversity and inclusion (EDI) with clients, family members and co-workers
8. Must show initiative, adaptability and have a positive attitude and be committed to fostering a healthy team environment
9. Communicate and demonstrate basic information in accordance with a patient's pre-established Plan of Care.
10. Complete and maintain confidential patient health status and safety reports
11. Experience working with a Registered Nurse and performing assigned tasks under the supervision of a Registered Nurse
12. Organized and able manage duties within schedule timeframe
13. French, Portuguese and/or Spanish language is considered an asset. As well as other languages
14. Valid Driver's License and Reliable Transportation and willing to travel across the GTA

9 Key Skills by Skills for Success Model

1. Adaptability
2. Collaboration
3. Communication
4. Creativity and innovation
5. Digital
6. Numeracy
7. Problem solving
8. Reading
9. Writing

Add 9 key skills to all job postings

What is a GREEN Skill?

Skills you have done either at paid work, volunteer, clubs, associations, major assignments at college / university that you have also attended

If someone has hands-on experience performing certain skills, even if they're not an expert, and if they have engaged in those skills, even just for a day, it may be considered a **green** skill.

Green Skills are worth \$\$\$



What is a YELLOW Skill?

Skills you have NOT yet had a chance to develop – Skills you get to learn on-the-job

Secret Tip: Yellow Skills are more important than Green Skills



9

9

Job Posting Sample – Personal Support Worker

- **Bold** key skills for AI & Human screening
- Only put **Green skills** on resume / cover letter
- Resume has ONE purpose -> to get an interview
- **Yellow skills** keep you in the game

Skills Required / Qualifications:

1. Must have Personal Support Worker (PSW) Certificate/Diploma or equivalent
2. First Aid/CPR an asset
3. Behavioral management training (such as gentle persuasive approach, PIECES, U-First, CPI) is considered an asset
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1. Collaboration
2. Communication
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5. Numeracy
6. Problem solving
7. Reading
8. Writing



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Resume Sample

See full resume handout

- Ensure every green skill is somewhere on your resume/ cover letter
- Most important skills at TOP of resume
- Job Posting is Question/Problem.
- Resume is Answer/ Solution



Ibiyemi (IB-ee-yem-ee) Wong Personal Support Worker

lha/her/hers | 647-555-8888 | Toronto, ON | ibiyemi.wong@gmail.com | www.linkedin.com/in/ibiyemi-wong/

Summary of Qualifications

- **Education:** Personal Support Worker Diploma, Advanced First Aid Certificate, and a Supervisory Management Certificate
- **PSW Experience:** More than 8-years' experience working as a Personal Support Worker, including palliative care at Parkland Retirement Living & Lifestyle Residences and Buchan Bird Attendant Services
- **Senior Care:** Hands-on experience in person-centered care, such as ambulation, lifting devices, infection prevention, dressing, using a stethoscope, mouth care, oxygen administration, personal hygiene, mobility, toileting, eating, meal preparation, and daily living routines at Parkland and Buchan
- **Adaptable / Initiative:** Drawing from EDI training and utilizing gentle persuasion, assisted an upset client, that did not speak English, living with dementia who was refusing care. Through observing non-verbal cues and gentle coaching calmed client down and assisted her with bathing and dressing at Parkland
- **Communication:** Utilizing Microsoft Word and Tard Software (equivalent to Samsung device), documented client Plan of Care, health status and safety reports, maintaining confidentiality was key to client care and professionalism at Parkland and Buchan
- **Teamwork:** As a part of a 10-member PSW team, supported a RPN and a Wellness Manager at Parkland and worked with a 50-member team at Betting Gaming and Lotteries Commission
- **Advanced Communication:** Being an active listener, and speaking English and Mandarin, are my strongest communication skills

Professional Experience

Personal Support Worker | Parkland Retirement Living & Lifestyle Residences, Toronto, ON January 2021 – Present

- **Teamwork:** Contributed critical information to the RPN's and Wellness Managers to ensure client needs were met
- **Medical Equipment:** Trained in using a stethoscope, operating lifts and assistive devices
- **Creativity:** Created and facilitated social activities that promoted emotional and cognitive development

Personal Support Worker / Live In | Buchan Bird Attendant Service, Toronto, ON June 2015 – December 2020

- **Problem-solving / Numeracy:** Reviewed client's banking documents to ensure accuracy and transparency
- **Palliative Care:** Organized and managed 4 PSW's to provide 24/7 care for a client during end-of-life. Diplomacy, patience and clear instruction for both staff and family members were required for the client's care
- **Organization / Time Management:** Ensured daily neatness and cleanliness of client's rooms, living areas, and equipment including, furniture, closets, windows, walls, floors, shower, kitchen and washrooms

Sales Associate / Customer Service Representative | IKEA, Toronto, ON June 2005 – June 2015

- **Customer Relations:** Working with a 5-member sales teams, educate, interact and guide approximately 100 customers per shift about the 10,000 IKEA products both in-person and virtually

Customer Service Representative / Cashier | Longo's, Toronto, ON January 2004 – June 2005

- **Customer-Focused:** Serving approximately 100 customers per day

Audit Clerk | Betting Gaming and Lotteries Commission, Kingston, Jamaica September 1991 – August 2001

Digital Literacy / Fast-paced: Audited returns and pari-mutuels (racetrack reports)

- **Communications:** Worked directly with external Betting Offices to confirm discrepancies and winnings

Bookkeeper | Rasta Pasta, Kingston, Jamaica January 1990 – September 1991

- **Accounting:** Managed accounts payables and receivables for more than 100 suppliers

- **Accuracy and Efficiencies:** Processed 80 invoices per week, attention to detail was paramount for 100% accuracy

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11

Want to Know Your Industry? Want to Know what it Takes to be a Strong Candidate?

1. Find 10 job postings for the same role – Highlight each one
2. Look for patterns, what are the repeating green & yellow skills. This is an analysis of your labour market and how your skills are comparing
3. Determine the perimeter of how far you are willing to travel to/from work and identify all companies within your area. Now you know where you can work
4. Write a **green** list and a **yellow** list. The green list is what you have to offer today. The yellow list is your target for how to stay in the game. Bring the yellow list with you to your new job – get ready to be promoted
5. Pick the **ONE** job you like the most and write your resume/cover letter as if that ONE job is the only job in the world
6. Book an appointment with your ECC – bring the highlighted job posting
7. Get your International diploma/degree validated by WES [World Education Services: International Credential Evaluation for Canada \(wes.org\)](https://www.wes.org)



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Micro-analysis of the labor market

Select Relevant Job Postings:

- Choose job postings that align with your career goals and interests.
- Focus on a specific industry, job role, or sector to streamline your analysis.

Identify Key Requirements:

- Scrutinize the job description and qualifications sections to identify key requirements.
- Look for both technical and soft skills, education, certifications, and experience levels.

Compile a Chart:

- Create a comprehensive list of the identified requirements for each job posting.
- Highlight where your Strengths/ Skills/ Experience/ Knowledge align with the key requirements, write a SAR story to prove you meet the employers' needs
- Identify any gaps between your current qualifications and the desired qualifications.



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SAMPLE JOB POSTING: SECURITY GUARD (HEALTHCARE SCREENER)

You will be posted at various access points of a healthcare facility in the GTA and will be responsible for the proper verbal assessment of a visitor to grant or deny them entry past the access control points. You will be responsible for the strict enforcement of and compliance with the Health Care Facility's visitor access policy.

DUTIES & RESPONSIBILITIES:

- Assess and screen all persons wishing to enter the healthcare facility as per the visitor policy
- Adhere to policy and procedures related to wearing Personal Protective Equipment (PPE) and sanitization
- Ensure all persons entering the facility follow proper precautionary measures and wear protective apparel
- Exercise tact and empathy if there is an issue with a visitor's request for access

QUALIFICATIONS:

- Demonstrated strong communication, customer service and interpersonal skills
- Availability to work shifts that require extended periods of standing
- Willingness to wear protective apparel for duration of shift (face mask, gloves, gowns)
- Problem solving and decision-making skills
- Sound judgment and conflict management skills
- Reliability and punctuality
- Ability to work co-operatively with a variety of people in a team environment

Adhering to rules, policies, procedures

Customer Service Skills: Communication, etc.


Teamwork & Interpersonal Skills

Punctual & Reliable

WoodGreen Community Services

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Employer Needs	My Strengths, Skills, Experience, Knowledge	Proof / Story: S-A-R
Adhere to policy and procedures related to wearing PPE & sanitization	Experience in following safety protocols and procedures	
Strong customer service skills	Knowledge conflict management techniques; Speak 3 languages	
Work co-operatively with a variety of people in a team environment	Like working with people Experience in working on a team	
Available to work varying schedule	Flexible, Dependable	



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Castleview Wychwood Towers Job Posting

Website: [Castleview Wychwood Towers](#)

Logo Colour: Red 22 Green 87 Blue 136

Address: 351 Christie Street, Toronto, ON M6G 3C3

Job Title: Personal Support Worker – Job ID# 2023-333-CC

About Castleview Wychwood Towers

Castleview Wychwood Towers provides individualized care to each of its 456 residents within a safe and friendly environment. Guided by the CARE values – Compassion | Accountability | Respect | Excellence, we are committed to improving quality of life and support for healthy aging.

Duties and Responsibilities

- Provide person-centered care service according to directions on the established care plan or assignment sheet, and ensure that, on an ongoing basis, the emotional, spiritual, physical comfort and safety of clients are met to the greatest possible extent.
- Provide personal care that is within the provincial scope of practice for a Personal Support Worker; duties may include skin care, hair care, mouth care, bathing, bowel, and bladder care, positioning and movement, exercise, basic wound care, feeding including special diets, and assistance with oxygen administration and medication reminder.
- Perform specialized, client specific procedures for which recognized training and current competency can be demonstrated.
- Observe and document client conditions according to company standards, report unusual events or changes in the client's condition to the immediate Supervisor or to the Office.
- Understands and implements infection prevention practices.
- Competence in Samsung or Android device use and functionality, enter accurate data.
- Maintain confidentiality of the electronic information, securing Samsung or Android device and use of password.
- Participate in ongoing internal and/or external continuing education activities.
- Adhere to Castleview Policies and Procedures.
- Participate in quality activities and continuous improvement initiatives in keeping with the company's Quality Management System.
- Participates in proactive Health & Safety activities while performing all duties. Is responsible to notify immediate Supervisor of any Health & Safety risks or concerns.
- Maintains confidentiality of client and corporate information and discusses same only with appropriate Castleview personnel.
- Complete other tasks as requested.



Skills Required / Qualifications:

1. Must have Personal Support Worker (PSW) Certificate/Diploma or equivalent
2. First Aid/CPR an asset
3. Behavioral management training (such as gentle persuasive approach, PIECES, U-First, CPI) is considered an asset
4. Acute care and/or previous rehab experience considered an asset;
5. At least ten years of person-centered care experience mandatory, preferably working in a long-term care facility
6. Senior Care: Experience in assisting patients with activities of daily living: This includes feeding, lifts and transfers, bathing, skin care, oral hygiene, and toileting.
7. Proven commitment to fostering equity, diversity and inclusion (EDI) with clients, family members and co-workers
8. Must show initiative, adaptability and have a positive attitude and be committed to fostering a healthy team environment
9. Communicate and demonstrate basic information in accordance with a patient's pre-established Plan of Care.
10. Complete and maintain confidential patient health status and safety reports
11. Experience working with a Registered Nurse and performing assigned tasks under the supervision of a Registered Nurse
12. Organized and able manage duties within schedule timeframe
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9 Key Skills by Skills for Success Model

1. Adaptability
2. Collaboration
3. Communication
4. Creativity and innovation
5. Digital
6. Numeracy
7. Problem solving
8. Reading
9. Writing

Castleview Wychwood Towers encourages applications from candidates who reflect the diversity of our community. *Castleview is committed to inclusive and accessible recruitment practices in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disability Act (AODA). Reasonable accommodations are available on request for candidates with disabilities taking part in all aspects of the selection process.*



Job Types: Casual, Permanent, Part-time

Position Type:

- Flexible availability
- Home Care (travelling required)
- Eligible for Government of Ontario PSW Wage Enhancement of \$3.00/hr.

Salary: \$25.00 per hour

Benefits:

- Company events
- Company pension
- Dental care
- Employee assistance program
- Extended health care
- Flexible schedule
- Tuition reimbursement

Ability to commute/relocate: Toronto, ON: reliably commute or plan to relocate before starting work (preferred)

Work Location: In person



Castleview Wychwood Towers Job Posting

Website: [Castleview Wychwood Towers](#)

Logo Colour: Red 22 Green 87 Blue 136

Address: 351 Christie Street, Toronto, ON M6G 3C3

Job Title: Personal Support Worker – Job ID# 2023-333-CC

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Duties and Responsibilities

- Provide **person-centered care** service according to directions on the established care plan or assignment sheet, and ensure that, on an ongoing basis, the emotional, spiritual, physical comfort and safety of clients are met to the greatest possible extent.
- Provide personal care that is within the provincial scope of practice for a Personal Support Worker; duties may include **skin care, hair care, mouth care, bathing, bowel, and bladder care, positioning and movement, exercise, basic wound care**, feeding including special diets, and assistance with **oxygen administration** and medication reminder.
- Perform specialized, client specific procedures for which recognized training and current competency can be demonstrated.
- Observe and document client conditions according to company standards, report unusual events or changes in the client's condition to the immediate Supervisor or to the Office.
- Understands and implements **infection prevention** practices.
- Competence in Samsung or Android device use and functionality, enter accurate data.
- Maintain confidentiality of the electronic information, **securing Samsung or Android device and use of password**.
- Participate in ongoing internal and/or external continuing education activities.
- Adhere to Castleview Policies and Procedures.
- Participate in quality activities and continuous improvement initiatives in keeping with the company's Quality Management System.
- Participates in proactive Health & Safety activities while performing all duties. Is responsible to notify immediate Supervisor of any Health & Safety risks or concerns.
- Maintains confidentiality of client and corporate information and discusses same only with appropriate **Castleview** personnel.
- Complete other tasks as requested.

Skills Required / Qualifications:

1. Must have **Personal Support Worker (PSW) Certificate/Diploma** or equivalent
2. **First Aid/CPR** an asset
3. **Behavioral management training** (such as **gentle persuasive approach**, **PIECES**, **U-First**, **CPI**) is considered an asset
4. **Acute care** and/or previous rehab experience considered an asset;
5. At least **ten** years of **person-centered care experience** mandatory, preferably working in a **long-term care facility**
6. **Senior Care:** Experience in assisting patients with activities of daily living: This includes **feeding, lifts and transfers, bathing, skin care, oral hygiene, and toileting.**
7. Proven commitment to fostering **equity, diversity and inclusion (EDI)** with clients, family members and co-workers
8. Must show **initiative, adaptability** and have a **positive attitude** and be committed to fostering a healthy **team** environment
9. **Communicate** and demonstrate basic information in accordance with a patient's pre-established **Plan of Care.**
10. Complete and maintain **confidential patient health status and safety reports**
11. Experience **working with a Registered Nurse** and performing assigned tasks under the supervision of a Registered Nurse
12. **Organized** and able manage duties within schedule **timeframe**
13. **French, Portuguese and/or Spanish language** is considered an asset. **As well as other languages**
14. Valid **Drivers License** and **Reliable Transportation** and willing to travel across the **GTA**

9 Key Skills by Skills for Success Model

1. **Adaptability**
1. **Collaboration**
2. **Communication**
3. **Creativity and innovation**
4. **Digital**
5. **Numeracy**
6. **Problem solving**
7. **Reading**
8. **Writing**

Castleview Wychwood Towers encourages applications from candidates who reflect the diversity of our community. *Castleview is committed to inclusive and accessible recruitment practices in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disability Act (AODA). Reasonable accommodations are available on request for candidates with disabilities taking part in all aspects of the selection process.*



Job Types: Casual, Permanent, Part-time

Position Type:

- Flexible availability
- Home Care (travelling required)
- Eligible for Government of Ontario PSW Wage Enhancement of \$3.00/hr.

Salary: \$25.00 per hour

Benefits:

- Company events
- Company pension
- Dental care
- Employee assistance program
- Extended health care
- Flexible schedule
- Tuition reimbursement

Ability to commute/relocate: Toronto, ON: reliably commute or plan to relocate before starting work (preferred)

Work Location: In person

Powerful Stories

With WoodGreen Community Services



1

Agenda – Learning Outcomes

Upon completion, you will understand:

- Why the best Resumes and Interviews use SAR formula
- What is a SAR formula
- How to identify SAR in a Story
- How to Write your Stories using SAR
- Why you need a SAR story for each of the 9 Key Skills
- When/Where you will use SAR the most

2

SAR stories - Your Awesomeness Lives in Your Stories

Clarity and Structure

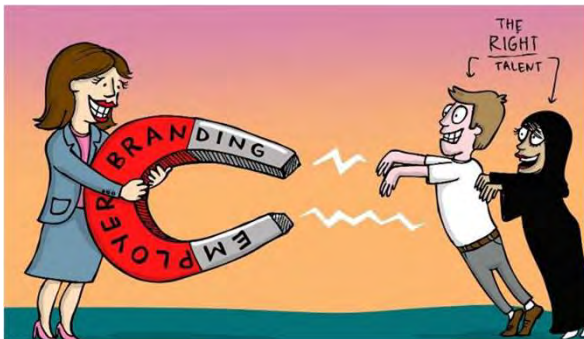
- **Situation (S):** This sets the stage by describing the context or challenge you faced.
- **Action (A):** This details the specific steps you took to address the situation.
- **Result (R):** This highlights the outcomes or achievements resulting from your actions.

This structure provides clarity to the reader, making it easy for them to understand the context, your role, and the impact you had.



3

Employer's Perspective



Engages the Reader

Storytelling:

- The SAR formula turns your accomplishments into a narrative, making your resume more engaging and memorable.
- Employers often have to go through numerous resumes, and a well-crafted SAR story can capture their attention, making it more likely that they'll remember your application.

4

Shepherd's Pie Story in SAR Formula

Situation	Action	Results
<p>Problem #1: Grew tired of same meal every other night (Fish or Spaghetti)</p> <p>Problem #2: Always had to do the dishes, but my 1 brother did not because he provided fish</p>	<p>Creativity / Critical Thinking / Problem Solving: Learned how to make Shepherd's Pie</p> <p>Communication: Interviewed neighbour, wrote down recipe and instructions</p> <p>Organization: Gathered ingredients & equipment, followed each step</p> <p>EDI/ Team-work/Adaptability: Phoned neighbour 20+ times, she never complained / had to adapt plan/ 3 yr old sister, brothers even the dog wanted to help by eating the burnt food</p> <p>Time Management: Started at 4:00pm, on the dinner table by 6:00pm</p> <p>Empowering / Skills Learned Independence / Believe in Myself</p>	<p>Made my first meal for my family @ 10 years old</p> <p>Because I made dinner, my older brother had to do the dishes, while I went out to play with younger siblings</p> <p>Initiative: Inspired to learn different recipes</p> <p>Diversity / Continuous Learner: A whole world of exciting yummy recipes</p> <p>1975: Computers weren't available to public – used telephone / pen / paper / stove</p>

5

SAR Formula

3-4 Lines Max in resume/cover letter

Situation 10%	Action 82%	Result 6%
<p>What happened / the problem / the opportunity</p> <p>Setting up the story / providing context</p>	<p>What skills required to solve / Be specific / name the skill used to fix</p> <p>Connect to job posting How did you fix it / the solution</p> <p>Best if you can use actual examples</p> <p>Must provide evidence of skills</p> <p>Remember the 9 key skills</p>	<p>The outcome / success</p> <p>Quantitative is best, measure it: \$, #, % or time</p> <p>Qualitative: what learned / my manager, team member, customer said....</p>

No laundry list – Must provide concrete examples

6

Look at Your Job Posting – Which Skills are you Leading With? Show Your Value

- 3-minute Writing Exercise
- Write out your own SAR story
- Don't worry about spelling or full sentences
- Write in your first language
- ONLY you will read this story
- Tell your partner the story – 2-min share



What is One of Your Proudest Moments (SAR) Story? (*the missing 2% is for the interview only)

- Write out 1 story – Remember the Key Skills: EDI, communication, critical thinking, organization, time management, team player, initiative, adaptability, innovation, creativity, continuous learner, numeracy & digital literacy
- Focus more on **how** you did something – prove it, provide examples/evidence – highlight skills used
- Talk about learning outcomes, customer satisfaction, manager's comments, how your team benefited
- Always give concrete examples, say what you did, provides credibility to your story and helps the reader connect the dots
- This is your story, and no one else is going to read it. Don't worry about grammar or spelling. Feel free to write it in your first language.**I carry my proudest moment with me always – When I was 10 yrs old, I cooked my first meal for my family 😊

Situation 10% The Problem/What happened	Action 82% The Solution/How did you fix it	Results 6% The Outcome & what learned \$, #, % or Time
Briefly describe the challenge, your setting up the story, providing context	Give Examples – Evidence of skills used – remember to name the skills used	Measure it or what learned / quote supervisor's / teacher accolades

9 Key Skills by Skills for Success (SFS) Model

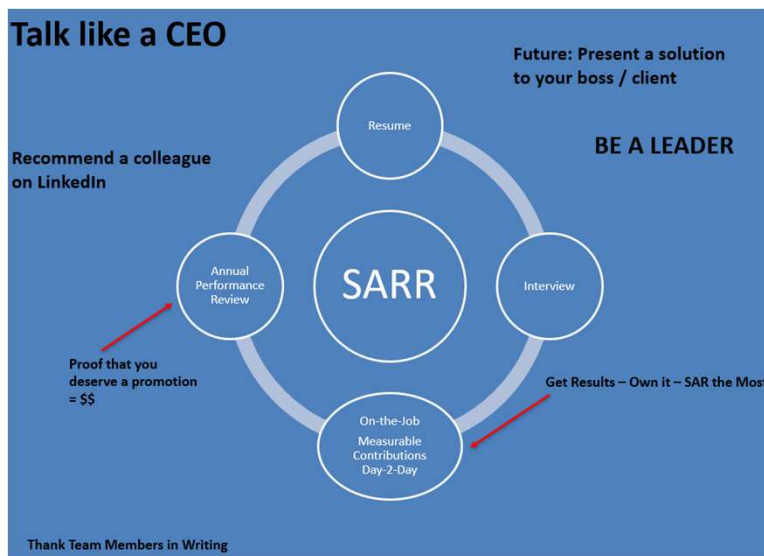
- Adaptability
- Collaboration
- Communication
- Creativity and innovation
- Digital
- Numeracy
- Problem solving
- Reading
- Writing

Write a SAR Story for Every Key Skill

If you don't need it in the Resume, 100% guaranteed you will need it in the Interview

9

When/Where You Will Use SAR the MOST



10

- SARR
- Situation-Action-Result-Relevance
 - Relevance to be covered in Interview class



How Did We Do?

- Refresh 9 Key Skills
- Why the best Resumes tell SAR Stories
- What is a SAR formula
- How to identify SAR in a Story
- How to Write your Stories using SAR
- Why you need a SAR story for each of the 13 Key Skills
- When/Where you will use SAR the most

SAR Formula

3-4 Lines Max in resume/cover letter

Situation 10%	Action 82%	Result 6%
What happened / the problem / the opportunity Setting up the story / providing context	What skills required to solve / Be specific / name the skill used to fix Connect to job posting How did you fix it / the solution Best if you can use actual examples Must provide evidence of skills Remember the 9 key skills	The outcome / success Quantitative is best, measure it: \$, #, % or time Qualitative: what learned / my manager, team member, customer said....

No laundry list – Must provide concrete examples

What is One of Your Proudest Moments (SAR) Story? (*the missing 2% is for the interview only)

- Write out 1 story – Remember the Key Skills: EDI, communication, critical thinking, organization, time management, team player, initiative, adaptability, innovation, creativity, continuous learner, numeracy & digital literacy
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- This is your story, and no one else is going to read it. Don’t worry about grammar or spelling. Feel free to write it in your first language. **I carry my proudest moment with me always: When I was 10 yrs old, I cooked my first meal for my family 😊

Situation 10% The Problem/What happened	Action 82% The Solution/How did you fix it	Results 6% The Outcome & what learned \$, #, % or Time
Briefly describe the challenge, your setting up the story, providing context	Give Examples – Evidence of skills used – remember to name the skills used	Measure it or what learned / quote supervisor’s / teacher accolades

Growth Mindset & Adaptability

SSEW



1

1

Grit: The power of passion and perseverance

<https://youtu.be/GfF2e0vyGM4>



**The strongest
predictor for
success**

ANGELA LEE DUCKWORTH



2

2

Growth Mindset

I AM A DIFFERENCE MAKER

Fixed Mindset vs Growth Mindset

<ul style="list-style-type: none"> Avoid challenges Refuse to receive criticism or feedback Focus on proving yourself Feel threatened by others' success Can't accept failures or mistakes Shy away from unfamiliar things Believe that talent is static 	<ul style="list-style-type: none"> View challenges as opportunities Embrace constructive feedback Focus on the process, not the end result Be inspired by others' success Learn and grow from failures Always step out of the comfort zone Believe that talent is ever-improving
---	---

LifeHack

3

Growth Mindset vs. Fixed Mindset

I AM A DIFFERENCE MAKER

<https://youtu.be/M1CHPnZfFmU>


FIXED

GROWTH

MINDSETS

4

I AM A DIFFERENCE MAKER




Discussion

- How would you explain the difference between the two mindsets?
- Do you know anyone who has a fixed mindset? a growth mindset? What are they like?
- Elicit behaviours which demonstrate a learning mindset.
- How could someone develop a growth mindset?
- Can you write a SAR story about growth mindset/ lifelong learning/ embracing challenges/ adaptability?

5

I AM A DIFFERENCE MAKER



Discussion

Soft Skills Article

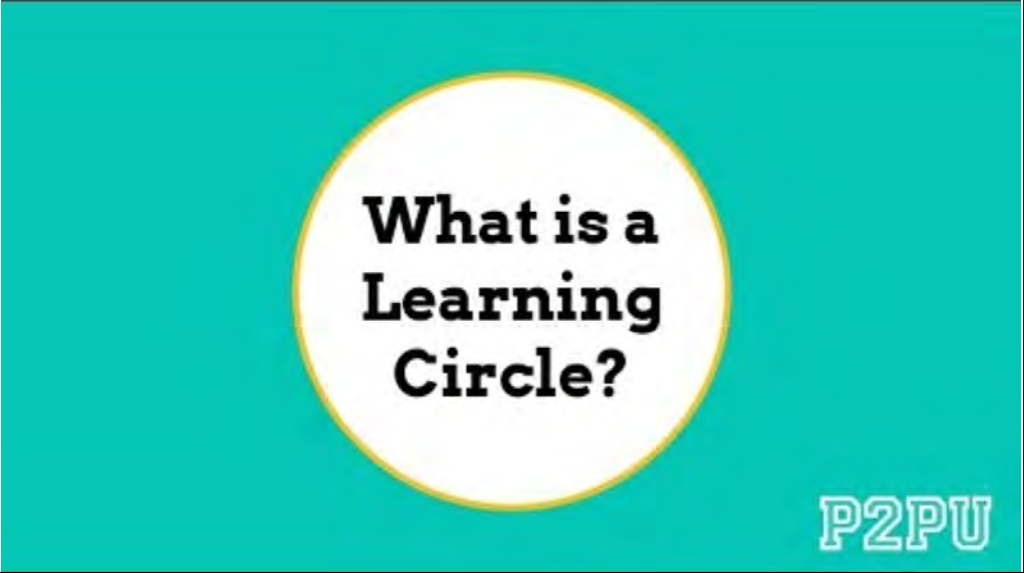
Read and do the soft skills matching activity from the Soft Skills Article

Discuss:

- Which of the 10 soft skills are related to having a growth mindset? How can a growth mindset support those skills?
- Which one of the 10 soft skills is your strongest? Explain or give an example.
- Which one of the 10 soft skills is your weakest? Do you have any ideas about how to strengthen this skill?

6

What is a learning circle?



**What is a
Learning
Circle?**

P2PU

7

What is a learning circle?

Discuss:

- *Have you ever been part of an informal learning community like a Learning Circle?*

Brainstorm:

- *What are potential benefits of a Learning Circle? What are potential challenges?*
- *If you were asked to talk about a topic right now, with no preparation, what would you talk about?*

8

8

10 SOFT SKILLS EMPLOYERS WANT IN 2022

Adapted from: <https://www.ottawa.edu/online-and-evening/blog/may-2021/top-10-soft-skills-employers-want-in-2021>

Updated: 01/14/2022 by [OU Online](#)

What are Soft Skills?

Generally, they can be thought of as the less tangible abilities related to an individual’s personality traits that determine the way they act and interact with others. They are our hard-earned and continuously cultivated human-to-human skills. Research shows that most employers believe these serve as the greatest indicator of a new hire’s success within the company, even above the hard skills that employees bring to their roles.

Top 10 Soft Skills Employers Want

Communication	Emotional Intelligence	Time Management
Critical Thinking	Adaptability	Respect for Diversity
Willingness to Keep Learning	Professionalism	Leadership

1. _____

[SKILL] helps us be flexible and manage change. It is the number one quality employers are looking for in a new hire. Many of us don’t do well with change but learning to adapt to ever-changing demands and goals in the workplace with a positive, problem-solving attitude will make you an invaluable asset to your employer. It will also help you stay relevant in your role, so you remain an asset long into the future.

2. _____

“It’s all about good [SKILL].” Sometimes things become a cliché for good reason – they’re true. However, there are many facets to effective [SKILL] – intentional listening, proper body language, clear and appropriate verbal interactions, well-crafted written correspondence, thoughtful questions, even choosing to [SKILL] at all. So, this little “power skill” packs a big punch when it comes to job success.

3. _____

This soft skill benefits you as well as your employer. Knowing the things that trip you up will help you improve in this area. Are you a procrastinator? Are you chronically late? Are you too optimistic when setting project deadlines? Do you overthink things, making you take longer than you should on a project? Are you tempted to take care of personal business or post to social media on corporate time? Addressing these issues will signal to managers that they will get the most out of you every day.

4. _____

Research shows that [SKILL] is more important than IQ in determining outstanding job performance. In line with communication and adaptability, this soft skill goes beyond knowing and managing your own emotions to putting yourself in the shoes of others for maximum collaborative output and success. It can also help significantly with stress management, conflict resolution, and assessing non-verbal cues.



10 SOFT SKILLS EMPLOYERS WANT IN 2022 (cont.)

5. _____

You don't have to be in a management position to be a leader. Organizations are always looking for those special employees who can express their informed ideas, influence others, and motivate a team to excel on a project. Effective leaders also model a positive and professional response to change. While a very few are born leaders, most are trained.

6. _____

While some jobs may require you to simply perform the same function over and over without change, the vast majority of today's jobs are the "think on your feet" type. Employers expect you to bring analytical thinking to individual, team, and corporate tasks; to look at the big picture; to identify trends that can potentially help or hurt the organization as a whole or on a particular project; to not only identify problems but potential solutions, as well.

7. _____

Having [SKILL] makes you a balanced, well-rounded employee. By practicing [SKILL], you will become known within the company for your integrity, level-headedness, and overall appropriateness in all aspects of your job. [SKILL] can itself become a stepping-stone to career advancement. Being familiar with business etiquette is extremely helpful in displaying appropriate [SKILL] in the workplace.

8. _____

In today's divisive culture, employers are looking for this soft skill more than ever. [SKILL] means understanding that our differences can be a strength; that we can listen to and learn from one another even if we disagree; that we can explore varying ideas to find creative solutions; and that we can respect those who are different from us as fellow humans. [SKILL] includes developing your level of cultural competence. This helps you embracing diverse abilities, leadership methods, and communication styles and shows that you are open-minded enough to work collaboratively with your managers and peers.

9. _____

Staying stagnant in your mindset will almost certainly lead to obsolescence in a few short years. With technologies and business practices changing at warp speed, it is imperative that you stay abreast of the big things – like advances in your field - as well as the small things, such as mastering the latest version of software. Taking the occasional course or attending professional development seminars will not only look good on your resume, it will also demonstrate that you have the drive to stay industry relevant.

10. Strong Work Ethic

This one may fall more under the heading of a "value", but it's one that employers are desperately seeking in today's labor force. They want hard workers who will show up on time and give 100% all day long. They want employees who embrace the company's mission and realize the value of contributing to something bigger than themselves. Simply put, they want someone who will give them an honest day's work.



Day 4



Learning Outputs

4.1 Introduction to Resume Writing:

- Outline the key components and purpose of a resume.
- Identify various resume formats and structures (chronological, functional, and combination styles).
- Recognize essential resume sections (e.g. contact information, summary/objective, professional experience, education, certifications).
- Develop techniques for effectively addressing employment gaps on resumes in a positive and professional manner.

4.2. Targeted Resume & Cover Letter:

- Learn strategies for optimizing resumes to ensure compatibility with ATS (appropriate formatting, keyword usage).
- Understand the necessity of customizing resume and cover letters for each job application to highlight relevant skills and experiences.
- Familiarize themselves with the fundamental rules of cover letter writing, including using a formal tone, addressing the recipient appropriately, and proofreading for grammar and spelling errors.

4.2. MS OneDrive & Outlook Calendar:

- Practice saving, editing, sharing files and folders in OneDrive for efficient organization and collaboration.
- Learn how to schedule, manage, and organize appointments, events, and meetings using MS Outlook Calendar.

Skills for Success (SFS) - or details, go to *Curriculum Outcome Map* spreadsheet and choose "Day 4" tab.

- **Adaptability**
- Collaboration
- Communication
- Creativity and innovation
- **Digital**
- Numeracy
- Problem solving
- Reading
- **Writing**

Resume / Cover Letters

With WoodGreen Community Services



1

Agenda – Learning Outcomes

Upon completion, you will understand:

- Refresh 9 Key Skills
- What Types of Skills
- What Types of Resumes
- What are the Different Sections of Resume
- How to Target Write Your Resume
- What are Some Tips for ATS (Applicant Tracking System)
- Why the best Resumes tell SAR Stories
- How to Write a Cover Letters
- What is the Secret Formula for the Best Cover Letters

2

You Are The CEO of Your Career



No One Knows You Better Than You

100's of ways to write a Resume

Best test for the Best Resume is the one that gets lots of interviews



3

9 Key Skills by Skills for Success (SFS) Model

- Adaptability
- Collaboration
- Communication
- Creativity and innovation
- Digital
- Numeracy
- Problem solving
- Reading
- Writing

The goal is to write a SAR story for each key skill. You need to talk about them in your interview.

Emphasize a variety of transferable and hard skills on your resume.

4

Identifying Your Skills

Your resumé should promote a variety of skills.

Key Skills (aka soft or transferable or essential employability skills)

Attributes that make you a good worker

- Examples: EDI training, communications, team player, organization

Hard Skills

Skills usually gained from training, education, or experience

- Examples: Microsoft Office Suite, Stethoscope, oxygen administration, operating lifts, PSW Diploma, Advanced First Aid Certificate

5

Identifying Your Skills Continued

Your resumé should promote a variety of skills.

Key Skills Example

- **Teamwork:** As a part of a 10-member PSW team, supported a RPN and a Wellness Manager at Parkland and worked with a 50-member team at Betting Gaming and Lotteries Commission

Hard Skills Example

- **Medical Equipment:** Trained in using a stethoscope, operating lifts and assistive devices

6

Style Types of Resumes

The Only Real Test – Does Your Resume Get You Interviews

Chronological

- Emphasis is put on your previous employment experience
- Experience is shown in reverse chronological order

Skills-based (or Functional)

- Emphasis is put on the relevant skills that you have for the job you are applying to
- Categorize skills and include skills that you have gained from your education or other training that you have completed

3 Parts to a Resume

- Style
- Format
- Content

Style Types of Resumes

The Only Real Test – Does Your Resume Get You Interviews

Combination

- Skills-based format accompanied by any work experience that has any transferable skills that relate to the job being applied to
- See the Resume / Cover Letter Sample Handout

What is the Best Resume for Me?

- Remember - 100's of ways to write a resume
- You are the Subject Matter Expert of You
- Does your Resume make you feel Proud

3 Parts to a Resume

- Style
- Format
- Content

Sections of a Resume: Style

See the resume sample

Always lead with Work before Education, unless your education is your strength, and you don't have hands-on experience to connect to job

Job posting and Resume Sample included in the binder



First Name (phonetic spelling) Last Name **Job Title** (found on job posting)
she/her/hers | 647-555-8888 | Toronto, ON | ibiyemi.wong@gmail.com | www.linkedin.com/in/ibiyemi-wong/

- Summary of Qualifications
- Professional Experience
- Education
- Professional Development and Training
- Volunteer Experience and Community Engagement

Job Posting Sample – Personal Support Worker

- Job Posting is the Problem / Resume is the Answer
- Job Posting is the Road Map to get the Interview

Do you have your highlighted job posting ready? You will be writing your resume to that job posting.



Skills Required / Qualifications:

1. Must have Personal Support Worker (PSW) Certificate/Diploma or equivalent
2. First Aid/CPR an asset
3. Behavioral management training (such as gentle persuasive approach, PIECES, U-First, CPI) is considered an asset
4. Acute care and/or previous rehab experience considered an asset
5. At least ten years of person-centered care experience mandatory, preferably working in a long-term care facility
6. Senior Care: Experience in assisting patients with activities of daily living: This includes feeding, lifts and transfers, bathing, skin care, oral hygiene, and toileting.
7. Proven commitment to fostering equity, diversity and inclusion (EDI) with clients, family members and co-workers
8. Must show initiative, adaptability and have a positive attitude and be committed to fostering a healthy team environment
9. Communicate and demonstrate basic information in accordance with a patient's pre-established Plan of Care
10. Complete and maintain confidential patient health status and safety reports
11. Experience working with a Registered Nurse and performing assigned tasks under the supervision of a Registered Nurse
12. Organized and able manage duties within schedule timeframe
13. French, Portuguese and/or Spanish language is considered an asset. As well as other languages
14. Valid Drivers License and Reliable Transportation and willing to travel across the GTA

9 Key Skills by Skills for Success Model

1. Adaptability
1. Collaboration
2. Communication
3. Creativity and innovation
4. Digital
5. Numeracy
6. Problem solving
7. Reading
8. Writing

Target Writing Your Resume Page 1

- There are many ways to write a resume; this is one way
 - Remember you need to feel proud
 - Does your resume get you interviews?
 - Seven seconds – lead with most important skills to job
 - Your resume is NOT about you
- => The best resume is about what the hiring manager needs

• **Every word on the resume is worth \$**

Formatting:

- Colour – use the company logo colour - 2 colours max
- Notice no lines
- Rule test
- Don't use I, we, me in resume. Okay in cover letter



Ibiyemi (Ib-ee-yem-ee) Wong Personal Support Worker
 she/her/hers | 647-555-8888 | Toronto, ON | ibiyemi.wong@gmail.com | www.linkedin.com/in/ibiyemi-wong/

Summary of Qualifications

- **Education:** Personal Support Worker Diploma, Advanced First Aid Certificate, and a Supervisory Management Certificate
- **PSW Experience:** More than 8-years' experience working as a Personal Support Worker, including palliative care at Parkland Retirement Living & Lifestyle Residences and Buchan Bird Attendant Services
- **Senior Care:** Hands-on experience in person-centered care, such as ambulation, lifting devices, infection prevention, dressing, using a stethoscope, mouth care, oxygen administration, personal hygiene, mobility, toileting, eating, meal preparation, and daily living routines at Parkland and Buchan
- **Adaptable / Initiative:** Drawing from EDI training and utilizing gentle persuasion, assisted an upset client, that did not speak English, living with dementia who was refusing care. Through observing non-verbal cues and gentle coaching calmed client down and assisted her with bathing and dressing at Parkland
- **Communication:** Utilizing Microsoft Word and Yard Software (equivalent to Samsung device), documented client Plan of Care, health status and safety reports, maintaining confidentiality was key to client care and professionalism at Parkland and Buchan
- **Teamwork:** As a part of a 10-member PSW team, supported a RPN and a Wellness Manager at Parkland and worked with a 50-member team at Betting Gaming and Lotteries Commission
- **Advanced Communication:** Being an active listener, and speaking English and Mandarin, are my strongest communication skills

Professional Experience

Personal Support Worker | Parkland Retirement Living & Lifestyle Residences, Toronto, ON January 2021 – Present

- **Teamwork:** Contributed critical information to the RPN's and Wellness Managers to ensure client needs were met
- **Medical Equipment:** Trained in using a stethoscope, operating lifts and assistive devices
- **Creativity:** Created and facilitated social activities that promoted emotional and cognitive development

Personal Support Worker / Live In | Buchan Bird Attendant Service, Toronto, ON June 2015 – December 2020

- **Problem-solving / Numeracy:** Reviewed client's banking documents to ensure accuracy and transparency
- **Palliative Care:** Organized and managed 4 PSW's to provide 24/7 care for a client during end-of-life. Diplomacy, patience and clear instruction for both staff and family members were required for the client's care
- **Organization / Time Management:** Ensured daily neatness and cleanliness of client's rooms, living areas, and equipment including, furniture, closets, windows, walls, floors, shower, kitchen and washrooms

Sales Associate / Customer Service Representative | IKEA, Toronto, ON June 2005 – June 2015

- **Customer Relations:** Working with a 5-member sales teams, educate, interact and guide approximately 100 customers per shift about the 10,000 IKEA products both in-person and virtually

Customer Service Representative / Cashier | Longo's, Toronto, ON January 2004 – June 2005

- **Customer-Focused:** Serving approximately 100 customers per day

Audit Clerk | Betting Gaming and Lotteries Commission, Kingston, Jamaica September 1991 – August 2001

- **Digital Literacy / Fast-paced:** Audited returns and pari-mutuels (racetrack reports)
- **Communications:** Worked directly with external Betting Offices to confirm discrepancies and winnings

Bookkeeper | Raiza Patta, Kingston, Jamaica January 1990 – September 1991

- **Accounting:** Managed accounts payables and receivables for more than 100 suppliers
- **Accuracy and Efficiencies:** Processed 80 invoices per week, attention to detail was paramount for 100% accuracy

Target Writing Your Resume Page 2

- White Space is your Friend
- Don't hurt eyeballs
- No period at end of bullet
- Same font – Calibri or Arial 11 or 12pts
- 100% accurate: Spelling & Grammar
- Notice *Reference Available Upon Request* is excluded
- Footer for page 2 is the only time you use footer
- Don't use header (ATS incompatible)

Education

Personal Support Worker Diploma | George Brown College, Toronto, ON

Accounting and Bookkeeping Certificate | George Brown College, Toronto, ON

Supervisory Management Certificate | University of the West Indies, Kingston, Jamaica
 Validated by World Education Services (WES)

Accounting and Management Diploma | Duffs Business College, Kingston, Jamaica
 Validated by World Education Services (WES)

Professional Development and Training

Anti-racism Courses | LinkedIn Learning Food Handler Certificate | Canadian Institute of Food Safety

Advanced First Aid Certificate | Canadian Red Cross Yard Software Courses | Yard Systems

Gentle Persuasive Approach Certificate | Humber College Stethoscope Training | 3M Littmann Stethoscope

Class G Driver's License | Ontario Ministry of Transportation Microsoft Suite Courses | LinkedIn Learning

Volunteer Experience and Community Engagement

Community Service Volunteer | WoodGreen Community Services, Toronto, ON November 2004 – Present

- **Communication / Organization:** Supporting senior clients to enable independent living

Event Staff Volunteer | Canadian Breast Cancer Society, Toronto, ON September 2001 – December 2010

- **Logistics:** Providing event logistical support for fundraisers and marathons

If your highest education is high school add this course under Education

Skills for Success for Experienced Workers Certificate | WoodGreen Community Services, Toronto, ON



Contact Information

Ibiyemi (IB-ee-yem-ee) Wong

she/her/hers | 647-555-8888 | Toronto, ON | ibiyemi.wong@gmail.com | www.linkedin.com/in/ibiyemi-wong/

Personal Support Worker

- Job Title in the first second for reader (ATS or human) – this replaces stating your objective
- NO home address – security, don't mail you a letter, discriminate based on your address, applying for a job 3000km away. **Exception:** If you live close to organization you are applying to i.e. night shifts, now your address is a selling feature
- Looks like letter head – same look on cover letter
- Pronouns demonstrate EDI
- You may use phonetics to help people pronounce your name
- LinkedIn hyperlinked helps reader go directly to your profile

• **Work with your ECC at your one-on-one meeting or do as an In-class activity:** Using the example provided. Fill out just the top part of the resume.



The Best Resumes Use SAR Formula

SAR Formula

3-4 Lines Max in resume/cover letter

Content:
Write a SAR story for every **Green Skill**

Skill = \$

- SAR stories get you an interview
- SAR formula help the reader imagine you doing the skill

Situation 10%	Action 82%	Result 6%
<p>What happened / the problem / the opportunity</p> <p>Setting up the story / providing context</p>	<p>What skills required to solve / Be specific / name the skill used to fix</p> <p>Connect to job posting How did you fix it / the solution</p> <p>Best if you can use actual examples</p> <p>Must provide evidence of skills</p> <p>Remember the 9 key skills</p>	<p>The outcome / success</p> <p>Quantitative is best, measure it: \$, #, % or time</p> <p>Qualitative: what learned / my manager, team member, customer said....</p>

No laundry list – Must provide concrete examples



Summary of Qualifications

- Touch on Education
- Put the most needed skills at top
- 7 Second Rule
- Don't Repeat Stories
- Sign Posting: Use skills from job posting
- 3 lines max – not book of life

Ibiyemi (IB-ee-yem-ee) Wong

Personal Support Worker

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- **Education:** Personal Support Worker Diploma, Advanced First Aid Certificate, and a Supervisory Management Certificate
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- **Senior Care:** Hands-on experience in person-centered care, such as ambulation, lifting devices, infection prevention, dressing, using a stethoscope, mouth care, oxygen administration, personal hygiene, mobility, toileting, eating, meal preparation, and daily living routines at Parkland and Buchan
- **Adaptable / Initiative:** Drawing from EDI training and utilizing gentle persuasion, assisted an upset client, that did not speak English, living with dementia who was refusing care. Through observing non-verbal cues and gentle coaching calmed client down and assisted her with bathing and dressing at Parkland
- **Communication:** Utilizing Microsoft Word and Yardi Software (equivalent to Samsung device), documented client Plan of Care, health status and safety reports, maintaining confidentiality was key to client care and professionalism at Parkland and Buchan
- **Teamwork:** As a part of a 10-member PSW team, supported a RPN and a Wellness Manager at Parkland and worked with a 50-member team at Betting Gaming and Lotteries Commission
- **Advanced Communication:** Being an active listener, and speaking English and Mandarin, are my strongest communication skills

Work with your ECC at your one-on-one meeting or do as an In-class Activity: Sign post the top 7 skills you're going to highlight in the Summary of Qualifications. You will write the SAR story later



15

15

Ibiyemi (IB-ee-yem-ee) Wong

Personal Support Worker

she/her/hers | 647-555-8888 | Toronto, ON | ibiyemi.wong@gmail.com | LinkedIn

Summary of Qualifications

- **Education:** ?
- **PSW Experience:** ?
- **Senior Care:** ?
- **Adaptable / Initiative:** ?
- **Communication:** ?
- **Teamwork:** ?
- **Advanced Communication:** Being an active listener, and speaking English and Mandarin, are my strongest communication skills

Work with your ECC at your one-on-one meeting or if don't have a job posting to target, pick 5 or 6 of your strongest key skills and sign post them

You'll write the SAR stories later. At this step you're just mapping out the stops/skills needed, the GREEN skill ONLY



16

16

Professional Experience

- All work is valuable – Global Labour Market
- Include **ALL** work
- Lead with job title, unless company has brand power
- Be Consistent with formatting, font, spacing, ruler
- Have different stories
- Don't repeat same skill too much
- You are showing **Green Skills** first and most
- Key skills especially for jobs unrelated
- Skills = \$



Professional Experience

- Personal Support Worker** | Parkland Retirement Living & Lifestyle Residences, Toronto, ON January 2021 – Present
- **Teamwork:** Contributed critical information to the RPN's and Wellness Managers to ensure client needs were met
 - **Medical Equipment:** Trained in using a stethoscope, operating lifts and assistive devices
 - **Creativity:** Created and facilitated social activities that promoted emotional and cognitive development
- Personal Support Worker / Live In** | Buchan Bird Attendant Service, Toronto, ON June 2015 – December 2020
- **Problem-solving / Numeracy:** Reviewed client's banking documents to ensure accuracy and transparency
 - **Palliative Care:** Organized and managed 4 PSW's to provide 24/7 care for a client during end-of-life. Diplomacy, patience and clear instruction for both staff and family members were required for the client's care
 - **Organization / Time Management:** Ensured daily neatness and cleanliness of client's rooms, living areas, and equipment including, furniture, closets, windows, walls, floors, shower, kitchen and washrooms
- Sales Associate / Customer Service Representative** | IKEA, Toronto, ON June 2005 – June 2015
- **Customer Relations:** Working with a 5-member sales teams, educate, interact and guide approximately 100 customers per shift about the 10,000 IKEA products both in-person and virtually
- Customer Service Representative / Cashier** | Longo's, Toronto, ON January 2004 – June 2005
- **Customer-Focused:** Serving approximately 100 customers per day
- Audit Clerk** | Betting Gaming and Lotteries Commission, Kingston, Jamaica September 1991 – August 2001
- **Digital Literacy / Fast-paced:** Audited returns and pari-mutuels (racetrack reports)
 - **Communications:** Worked directly with external Betting Offices to confirm discrepancies and winnings
- Bookkeeper** | Rasta Pasta, Kingston, Jamaica January 1990 – September 1991
- **Accounting:** Managed accounts payables and receivables for more than 100 suppliers
 - **Accuracy and Efficiencies:** Processed 80 invoices per week, attention to detail was paramount for 100% accuracy

17

17

- Do you see the key skills weaved in?
- SAR stories later. Still mapping out Green Skills

Professional Experience

- Job Title** | Company Name, City, Province January 2021 – Present
- **Teamwork:** ?
 - **Medical Equipment:** ?
 - **Creativity:** ?
- Job Title** | Company Name, City, Country June 2015 – December 2020
- **Problem-solving / Numeracy:** ?
 - **Palliative Care:** ?
 - **Organization / Time Management:** ?
- Job Title** | Company Name, City, Province June 2005 – June 2015
- **Customer Relations:** ?
- Job Title** | Company Name, City, Province January 2004 – June 2005
- **Customer-Focused:** ?
- Job Title** | Company Name, City, Province September 1991 – August 2001
- **Digital Literacy / Fast-paced:** ?
 - **Communications:** ?
- Job Title** | Company Name, City, Province January 1990 – September 1991
- **Accounting:** ?
 - **Accuracy and Efficiencies:** ?




18

18

Resume Page 2

- No more than 2 pages
- Education does not need dates - list all post-secondary education
- No high school (unless that is your highest level)
- Professional Development demonstrates continuous learner
- Treat Volunteer just like work
- 1 out of 4 hiring manager's value volunteer equal to paid work
- Must include dates for work/volunteer
- Remember you are not present to explain resume so never leave the reader thinking or wondering
- Have you demonstrated every **Green skill** found on job posting? Are you using the exact same key words found on job posting to pass ATS screening?




19

19

Resumes

Showcase key skills in your resume

TAM A DIFFERENCE MAKER



Practice

Millwright Apprentice Aug 2018 – Mar 2019
Autoliv, Toronto, ON

- Maintained, repaired, and constructed industrial machinery.
- Repaired: assembly, welding, stamping and injection molding equipment.
- Assisted in repairs.

Job ad:

- Teamwork skills
- Industry knowledge
- Problem-solving skills
- Thorough
- Punctual

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20

Resumes

Showcase
key skills in
your resume

Practice

Millwright Apprentice Aug 2018 – Mar 2019
Autoliv, Toronto, ON

- Supported team and operations in maintaining, repairing, and constructing industrial machinery.
- Assisted journeyman to troubleshoot and repair: assembly, welding, stamping and injection molding equipment.
- Applied knowledge of PLC's and fabrication skills in order to assist in repairs.
- Commended for completing tasks successfully and on time.

Job ad:

- Teamwork skills 😊
- Industry knowledge 😊
- Problem-solving skills 😊
- Thorough 😊
- Punctual 😊

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21

ATS (Applicant Tracking System)

Aside from incorporating keywords from the job posting, you should:

- Remember it is a point system: the more you connect to job posting, the more points
- Avoid using resume templates, tables and symbols as ATS software might not be able to read the text inside them
- Avoid putting your contact information in the header feature in MS Word, as the ATS may ignore document headers
- Use a common San serif font like: **Calibri, Arial, Tahoma, or Verdana**
- Colour is fine, just no more than 2 colours

22

Create new scan View a Sample Scan

Resume Cover letter Job description

Copy and paste resume... Copy and paste job description...

3 Upload resume & rescan

32%

Drag-n- Upload & rescan Power Edit

Searchability 2 issues to fix

Skills 10 issues to fix

Recruiter tips 1 issue to fix

Formatting

Searchability IMPORTANT

Applicant Tracking Systems (ATS) are computers that process your resume to understand your work history and relevance to the job description. These findings typically include your work history, job titles, relevant skills and education, as well as contact information like your name, phone number, and email address.

Tip: Complete all checks below to ensure your resume is easily searchable by recruiters and ATS.

ATS tip Adding this job's company name and web address can help us provide you ATS-specific tips.

23

Addressing Employment Gap

- **Be Honest:** Transparency is crucial. Whether it was due to personal reasons, pursuing further education, taking care of family, or any other reason, state it in a straightforward manner.
- **Use a Combination Resume Format:** This allows you to focus on your skills and achievements rather than highlighting the chronological order of your work history.
- **Highlight Relevant Activities:** If you were involved in any volunteer work, freelance projects, or professional development during the gap, mention them on your resume.
- **Incorporate a Brief Explanation:**

Parenting | Toronto, ON

January 2000 – March 2010

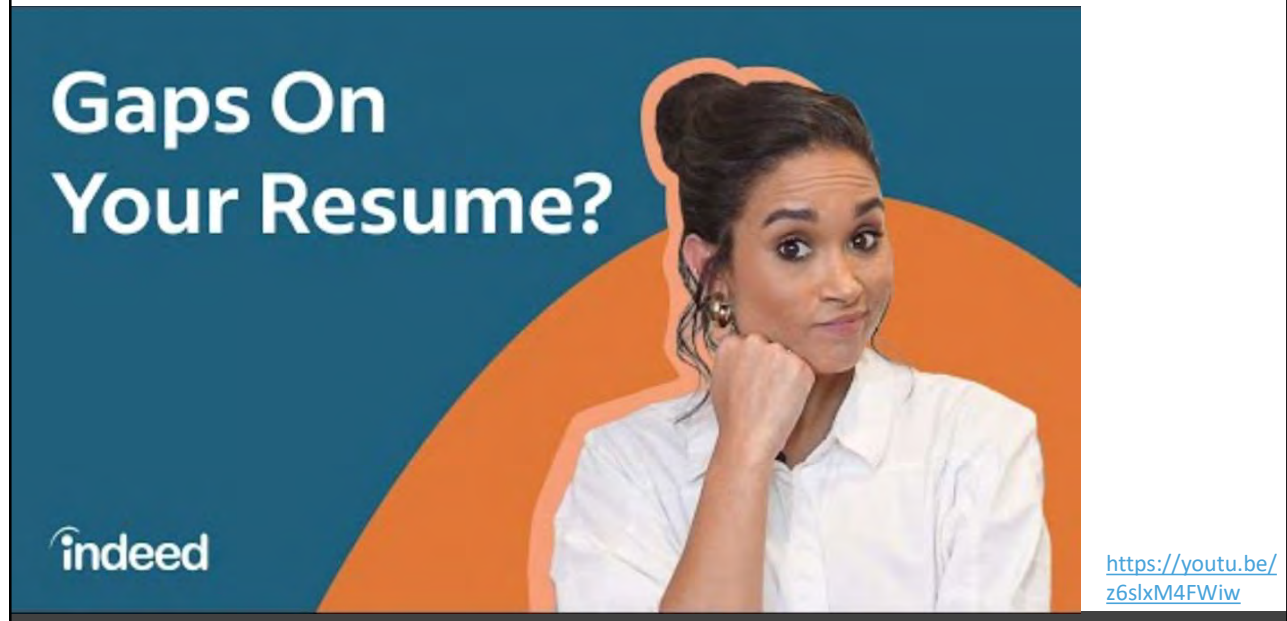
Cared for Elderly Family Member | Toronto, ON

January 2000 – March 2010

Work with your ECC to write your SAR stories about Parenting and Elderly care

24

5 Tips to Discuss Career Gaps On Your Resume & In An Interview



25

Prior to meeting, you must send your ECC the following:

1. Highlighted targeted Job Posting in Word – Green and Yellow Skills. Ask your ECC to colour print for you. This is your target
2. Your new targeted resume in Word – Green Skills only.
 - If you have an old resume, please send that as well
 - Your stories are in your heart. You are responsible for writing your own resume, a career coach can only advise you
 - Please be on time, everyone has only 45 minutes to meet with Annie, let's make the most of it
 - You are the CEO of your career
 - Writing SAR stories is hard work, give yourself permission to learn this strategy, it is worth the effort.

26

Cover Letters

- Don't start a cover letter until you are totally finished your targeted resume
- It's recommended to always send cover letters with your resumés, even when it says optional
- Write something about the company you are applying to
- It shows that you're willing to go through an extra step (initiative)
- It demonstrates your writing ability which is important for many jobs
- Suitable place to include passion for your industry, career goals, explain career changes
- 1 page maximum

Cover Letters

- Cover letter is a movie trailer
- Proves you can write a business letter
- Same letter head as resume
- Don't use Mr/ Mrs/ Ms – EDI
- Visit company website to find something interesting about the organization to include in your cover letter, check out the mission, values, and vision statement

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October 6, 2023

Paul Eberton
Manager, Residential Care
Castleview Wychwood Towers
351 Christie Street
Toronto, ON M6G 3C3

Re: Personal Support Worker Position – Job ID# 2023-333-CC

Dear Paul Eberton,

Do you want your Personal Support Worker (PSW) to explicitly understand how to support and relate with clients that live with dementia? Are you seeking a PSW that is trained to provide palliative care? Do you want your PSW to embrace the philosophy of gentle care with both clients and family members? Do you want your PSW to love their career? I am that professional.

Castleview Wychwood Towers and I have shared values and goals. Castleview is committed to respecting, supporting, and enabling each resident to have the highest possible quality of life. I believe that Personal Support Work is care that is necessary for life. Simply put, I like people and I consider it an honour to support our elderly.

It is with sincere interest that I submit my resume for the Personal Support Worker position. Some key qualifications I bring to this role include:

- **Education:** George Brown College's Personal Support Worker Diploma, Canadian Red Cross Advanced First Aid Certificate and currently enrolled in an Anti-racism Certificate program
- **Experience:** An 8-year investment working as a Personal Support Worker in both a long-term care facility, focused on client's living with dementia and as a live-in providing palliative care for end-of-life clients
- **Specialized Training:** Trained in person-centered care, infection prevention, oxygen administration, gentle persuasive approach, using a stethoscope, ambulation, operating lifts and assistive devices

I am the ideal candidate for the Personal Support Worker position. My skills, education, training, and work experience will be a valuable addition to the Castleview Wychwood Towers team.

Thank you for the opportunity to submit my resume. I look forward to an invitation to meet.

Sincerely,
Ibiyemi (IB-ee-yem-ee) Wong

Cover Letters Using AIDA Get Read

- The best cover letters follow a secret formula
- Paragraph no more than 4 lines

Attention: One technique is to start with a question →

- Best question will weave in skills needed

Interest: Bring in the organization →

Reader will think: Hey this is about ME

Desire: The hook. Bullets grab the eye →

- Pick 3 or 4 top skills on Job Posting
- Vary the description slightly from resume

Action: Call to action →

- The only time you lead with I



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Cover Letter Recycled

- Change the job posting title
- Change the colour
- Change the company address
- Change the position and Job ID#
- Change hiring manager
- If you don't know name, Human Resources Manager
- Change the company values
- Don't forget to change the company name in Call to Action

You will write your cover letter after you have finished resume



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Another Test for a Well Written Resume / Cover Letter

After reading your resume / cover letter,
you should be:



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How Did We Do?

- Refresh 9 Key Skills
- What Types of Skills
- What Types of Resumes
- What are the Different Sections of Resume
- How to Target Write Your Resume
- What are Some Tips for ATS (Applicant Tracking System)
- Why the best Resumes tell SAR Stories
- How to Write a Cover Letters
- What is the Secret Formula for the Best Cover Letters

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List of Action Verbs for Resumes & Professional Profiles

Management/ Leadership Skills

administered
analyzed
appointed
approved
assigned
attained
authorized
chaired
considered
consolidated
contracted
controlled
converted
coordinated
decided
delegated
developed
directed
eliminated
emphasized
enforced
enhanced
established
executed
generated
handled
headed
hired
hosted
improved
incorporated
increased
initiated
inspected
instituted
led
managed
merged
motivated
organized
originated
overhauled
oversaw
planned
presided
prioritized
produced
recommended
reorganized
replaced
restored
reviewed
scheduled streamlined
strengthened

supervised
terminated

Communication/ People Skills

addressed
advertised
arbitrated
arranged
articulated
authored
clarified
collaborated
communicated
composed
condensed
conferred
consulted
contacted
conveyed
convinced
corresponded
debated
defined
described
developed
directed
discussed
drafted
edited
elicited
enlisted
explained
expressed
formulated
furnished
incorporated
influenced
interacted
interpreted
interviewed
involved
joined
judged
lectured
listened
marketed
mediated
moderated
negotiated
observed
outlined
participated
persuaded
presented
promoted

proposed
publicized
reconciled
recruited
referred
reinforced
reported
resolved
responded
solicited
specified
spoke
suggested
summarized
synthesized
translated
wrote

Research Skills

analyzed
clarified
collected compared
conducted
critiqued
detected
determined
diagnosed
evaluated
examined
experimented
explored
extracted
formulated
gathered
identified
inspected
interpreted
interviewed
invented
investigated
located
measured
organized
researched
searched
solved
summarized
surveyed
systematized
tested

Technical Skills

adapted
assembled
built
calculated

computed
conserved
constructed
converted
debugged
designed
determined
developed
engineered
fabricated
fortified
installed
maintained
operated
overhauled
printed
programmed
rectified
regulated
remodeled
repaired
replaced
restored
solved
specialized
standardized
studied
upgraded
utilized

Teaching Skills

adapted
advised
clarified
coached
communicated
conducted
coordinated
critiqued
developed
enabled
encouraged
evaluated
explained
facilitated
focused
guided
individualized
informed
instilled
instructed
motivated
persuaded
set goals
simulated
stimulated



List of Action Verbs for Resumes & Professional Profiles

taught
tested
trained
transmitted
tutored

Financial/ Data Skills

administered
adjusted
allocated
analyzed
appraised
assessed
audited
balanced
calculated
computed
conserved
corrected
determined
developed
estimated
forecasted
managed
marketed
measured
planned
programmed
projected
reconciled
reduced
researched
retrieved

creative skills
acted
adapted
began
combined
conceptualized
condensed
created
customized
designed

developed
directed
displayed
drew
entertained
established
fashioned
formulated
founded
illustrated
initiated
instituted
integrated
introduced
invented
modeled
modified
originated
performed
photographed
planned
revised
revitalized
shaped
solved

Helping skills

adapted
advocated
aided
answered
arranged
assessed
assisted
cared for
clarified
coached
collaborated
contributed
cooperated
counseled
demonstrated
diagnosed
educated
encouraged

ensured
expedited
facilitated
familiarize
furthered
guided
helped
insured
intervened
motivated
provided
referred
rehabilitated
presented
resolved
simplified
supplied
supported
volunteered

Organization/ Detail Skills

approved
arranged
cataloged
categorized
charted
classified
coded
collected
compiled
corresponded
distributed
executed
filed
generated
implemented
incorporated
inspected
logged
maintained
monitored
obtained
operated
ordered

organized
prepared
processed
provided
purchased
recorded
registered
reserved
responded
reviewed
routed
scheduled
screened
set up
submitted
simplified
supplied
standardized
systematized
updated
validated
verified

More verbs for Accomplishments

achieved
completed
expanded
exceeded
improved
pioneered
reduced (losses)
resolved (issues)
restored
spearheaded
succeeded
surpassed
transformed
won



Summary of Qualifications

- **Education:** Personal Support Worker Diploma, Advanced First Aid Certificate, and a Supervisory Management Certificate
- **PSW Experience:** More than 8-years' experience working as a Personal Support Worker, including palliative care at Parkland Retirement Living & Lifestyle Residences and Buchan Bird Attendant Services
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Personal Support Worker Diploma | George Brown College, Toronto, ON

Accounting and Bookkeeping Certificate | George Brown College, Toronto, ON

Supervisory Management Certificate | University of the West Indies, Kingston, Jamaica

Validated by World Education Services (WES)

Accounting and Management Diploma | Duffs Business College, Kingston, Jamaica

Validated by World Education Services (WES)

Professional Development and Training

Anti-racism Courses | LinkedIn Learning

Food Handler Certificate | Canadian Institute of Food Safety

Advanced First Aid Certificate | Canadian Red Cross

Yardi Software Courses | Yardi Systems

Gentle Persuasive Approach Certificate | Humber College

Stethoscope Training | 3M Littmann Stethoscope

Class G Driver's License | Ontario Ministry of Transportation

Microsoft Suite Courses | LinkedIn Learning

Volunteer Experience and Community Engagement

Community Service Volunteer | WoodGreen Community Services, Toronto, ON

November 2004 - Present

• **Communication / Organization:** Supporting senior clients to enable independent living

Event Staff Volunteer | Canadian Breast Cancer Society, Toronto, ON

September 2001 – December 2010

• **Logistics:** Providing event logistical support for fundraisers and marathons



October 6, 2023

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MS OneDrive

With WoodGreen Community Services

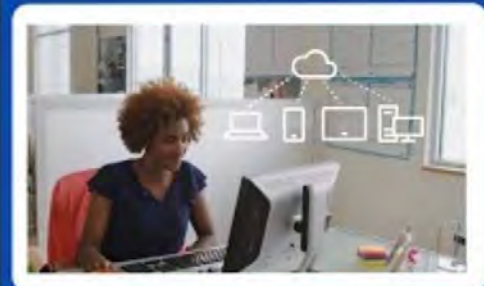


1

<https://youtu.be/l5s0lztEKIQ>

Microsoft OneDrive - What is OneDrive?

What is OneDrive?



2

OneDrive: Uploading and Syncing Files

**ONEDRIVE
UPLOADING AND
SYNCING FILES**



Additional training resources from MS:

[OneDrive video training - Microsoft Support](#)

support.microsoft.com/en-us/office/onedrive-video-training-1f608184-b7e6-43ca-8753-2ff679203132



Day 5



Learning Outputs

5.1 Online Job Search Strategies:

- Explore the use of online platform filters to refine job searches and identify relevant job postings.
- Acquire strategies to maximize job search success by utilizing Indeed's features for tracking applications, setting up job alerts, and managing saved searches.
- Learn the process of applying directly to companies through their websites.
- Apply their knowledge and strategies for finding jobs online by conducting real-time job searches.

5.2 Online Employment Scams

- Learn to recognize red flags such as unrealistic salary promises, vague job descriptions, and requests for personal financial information.
- Raise awareness of the risks associated with sharing personal and financial information online and adopt strategies to safeguard sensitive data.

5.3 Introduction to MS Teams:

- Navigate joining processes with confidence and demonstrate proficiency in various methods of joining MS Teams meetings, including through the Teams app, Outlook Calendar, and web browsers.
- Gain practical experience in utilizing basic meeting functionalities within MS Teams, including chat features, camera and audio controls.

Skills for Success (SFS) - For details, go to *Curriculum Outcome Map* spreadsheet and choose "Day 5" tab.

- Adaptability
- **Collaboration**
- Communication
- **Creativity and innovation**
- **Digital**
- Numeracy
- **Problem solving**
- Reading
- **Writing**




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The Online Job Search

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The Online Job Search Agenda

- 🌐 Online Job Portals and Company Sites
- 🌐 Unknown Abbreviations and Terms
- 🌐 Creating an Online Profile
- 🌐 Emailing Your Resume
- 🌐 Upgrading Your Skills
- 🌐 Practice!



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The Online Job Search Reflect

🌐 Discuss

- How do you usually look for jobs?
- Which websites do you use?
- What is most challenging for you about finding and applying for jobs online?



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The Online Job Search Online Job Portals and Company sites

🌐 Video 1 (4:30)

- Using filters
- Applying through a job portal VS a company site
- Creating an account or a profile





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4

Applying for a Job Online


5



 **The Online Job Search**
Online Job Portals and Company sites

 **Discuss**

- Do you usually use filters when using job portals?
- Do you prefer applying through a job portal or on a company site? Why?
- Have you created an account or a profile on a job portal or a company site in the past?



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The Online Job Search Unknown Abbreviations and Terms

🌐 Video 2 (9:30)

- Exploring LinkedIn.com
- Advanced Google search



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Applying for a Job Online

8



The Online Job Search Unknown Abbreviations and Terms


🌐 Discuss

- Have you ever avoided applying for a job because there were expressions on the posting that you didn't understand?
- Do you ever look at others' LinkedIn profiles?
- Are you good at finding the exact information you're looking for on Google?




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9



What You Want



NYTimes **articles** about test scores in college, but not the SATs, written between 2008 and 2010.



How To Google It

site:
Only searches the pages of that site.

“ ”
Searches for the exact phrase, not each of the words separately.

-
Excludes this term from the search.

site:nytimes.com
~college
“test scores”
-SATs
2008..2010

~
Will also search related words, such as 'higher education' and 'university'.

**
Shows all results from within the designated timerange.

10



The Online Job Search Creating an Online Profile

🌐 Video 3 (7:00)

- Applying on a company site
- Google Maps



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Applying for a Job Online

12



The Online Job Search Creating an Online Profile

🌐 Discussion

- Is it usually easy for you to find how/where to apply on a company's website?
- Do you usually use Google Maps when deciding how to get to a location?



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The Online Job Search Emailing Your Resume

🌐 Video 4 (5:00)

- Applying via email
- Resume naming conventions





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Applying for a Job Online


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 **The Online Job Search**
Emailing Your Resume

Discussion

- Do you usually include a message when applying by email? What do you say?
- Have you every forgotten to attach your resume before sending an email application?



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The Online Job Search Job Search Resource

🌐 JobBank Canada Career Planning Tools

- Facts and figures about different occupations
 - Wages | Prospects | Jobs | Requirements | Skills

- Career quizzes and tests
 - Interests | Abilities | Activities

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Job Bank

Job search v

[Job Bank](#)

Career planning

Choose

Search by occupa

Learn more about an

Occupation
forklift operator

Location
Toronto, ON

Province/territory, cit

Search

Forklift Truck Operator near Toronto (ON)

Find key facts and figures about working as a forklift truck operator. The following information is applicable to all Material handlers (NOC 7452).

Summary
Description
Wages
Prospects
Jobs
Requirements
Skills

<div style="border: 1px solid orange; padding: 5px; margin-bottom: 10px;"> <p>Description</p> <p style="font-size: x-small;">Material handlers handle, move, load and unload materials by hand or using a variety of material handling equipment. They are employed by transportation, storage and moving companies, and by a variety of manufacturing and processing companies and retail and wholesale warehouses.</p> <p style="text-align: right; font-size: x-small;">Learn more</p> </div>	<div style="border: 1px solid orange; padding: 5px; margin-bottom: 10px;"> <p>Prospects</p> <p style="text-align: center; font-weight: bold; font-size: x-small;">☆☆☆ Fair</p> <p style="font-size: x-small;">The job prospects are fair in the Toronto Region.</p> <p style="text-align: right; font-size: x-small;">View prospects</p> </div>
<div style="border: 1px solid orange; padding: 5px; margin-bottom: 10px;"> <p><input checked="" type="checkbox"/> Requirements</p> <p style="font-weight: bold; font-size: x-small;">High school or specific training</p> <p style="font-size: x-small;">High school diploma or occupation-specific training usually required.</p> <p style="text-align: right; font-size: x-small;">View job requirements</p> </div>	<div style="border: 1px solid orange; padding: 5px; margin-bottom: 10px;"> <p>Jobs</p> <p style="font-weight: bold; font-size: x-small;">141 jobs</p> <p style="font-size: x-small;">Advertised near Toronto (ON)</p> <p style="text-align: right; font-size: x-small;">View available jobs</p> </div>
<div style="border: 1px solid orange; padding: 5px; margin-bottom: 10px;"> <p>Wages</p> <p style="font-weight: bold; font-size: x-small;">\$17.00/hour</p> <p style="font-size: x-small;">Median wage in the Toronto Region</p> <p style="text-align: right; font-size: x-small;">View wages</p> </div>	<div style="border: 1px solid orange; padding: 5px;"> <p>Skills</p> <ul style="list-style-type: none"> • Load, unload and move products and materials by hand or with basic material handling equipment • Operate a variety of equipment to load, unload and move materials and products </div>

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The screenshot shows the 'Job Bank' website interface. At the top, it displays the Government of Canada logo and the text 'Government of Canada / Gouvernement du Canada'. The main heading is 'Job Bank' with a 'Sign In' button. Below this, the section is titled 'Explore career possibilities' with a subtext: 'Take the 3 career quizzes to find out what occupations may be a good fit for you. These quizzes will help you identify possible career paths based on what you like or are good at. [Get started](#)'.

Three quiz cards are presented:

- Interests:** 'See where your interests lie, and explore what type of jobs would suit you well.' Duration: 10 minutes. Button: 'Take the quiz >'.
- Abilities:** 'Leverage your strengths. Find out what you are great at, and explore careers that allow you to use your top skills.' Duration: 10 minutes. Button: 'Take the quiz >'.
- Work activities:** 'Choose how you prefer to work with data, people and things, and get a list of possible career options to explore.' Duration: 5 minutes. Button: 'Take the quiz >'.

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The slide features the WoodGreen logo in the top right corner. On the left, there is a graphic of four colored squares (red, green, yellow, blue) arranged in a 2x2 grid. The main title is 'The Online Job Search Upgrading Your Skills'.

Below the title, it indicates 'Video 5 (6:00)' with a globe icon. A list of options follows:

- YouTube tutorials
- LinkedIn Learning


On the right side, there is an illustration of a laptop displaying the 'SimplyHired' logo and the tagline 'Ready when you are.'.


At the bottom center, the text reads: 'WoodGreen Community Services All Rights Reserved © v1'.


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Applying for a Job Online


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 **The Online Job Search
Upgrading Your Skills**

 **Discussion**

- Have you used YouTube to learn a new skill?
- Is there any software that you would like to learn to use?
- Have you used LinkedIn Learning?
- Are there any topics that you would like to learn more about?



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The Online Job Search Practice!

1. Visit one of the following sites or a niche job board, and apply for a position that interests you:
 - Indeed.ca (recommended)
 - monster.ca
 - simplyhired.ca
 - jobbank.gc.ca
2. Email links to two job postings and 1 preferred job board to the facilitator:
 - To: xxx@woodgreen.org
 - CC: your private email address
 - Subject: Concise & descriptive
 - Email body: Informal greeting; Friendly opening;
 - Purpose of email, e.g. "I'm writing to share links to two job postings:";
 - Links; Closing & Name

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The Online Job Search Specialized Job Boards

Examples (remember to verify the legitimacy)

Building

[OBOA - Ontario Building Officials Association](#)

Education

[Jobs in Education - Canada Online Job Board](#)

Non-Profit

[Home | CharityVillage](#)



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Unmasking Online Job Search Scams

- Protecting Yourself in the Digital Job Market



1

JOB SEARCH SCAMS

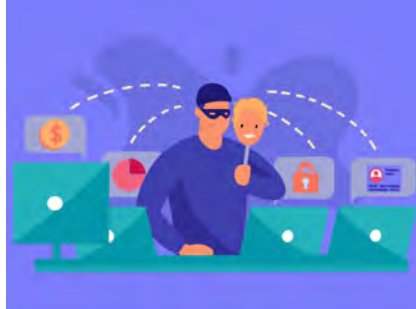
Agenda

- Job Search Scams
- Possible Job Search Scam Outcomes
- Sources of Job search Scams
- Signs of Job search Scams
- Avoiding Job Search Scams



2

Job Search Scams



- Job scams are job offers that are deceptive or dishonest towards those seeking genuine employment possibilities
- They often try to get personal information, money, or free services from job-seeking professionals

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Possible Job Search Scam Outcomes



- Take money in your bank account or sell you something useless or nonexistent
- Use you to commit crimes, like receiving stolen property or money laundering, so you end up at even greater risk
- Collect personal information from you to sell to other scammers

=> Identity Theft, Financial Loss, Credit Damage, Emotional Distress, Compromised Security, Legal Issues

4

4

Employment scams targeting job seekers

<https://youtu.be/MifUJRT-YU>



5

Sources of Job Search Scams



- **Online Job Boards:** Scammers often post fake job listings on popular online job boards, taking advantage of the large pool of job seekers who use these platforms.
- **Emails and Spam**
- **Social Media Platforms**
- **Fake Recruiting Agencies**
- **Work-From-Home Schemes:** With the rise of remote work, scammers capitalize on the desire for flexible employment by promoting fake work-from-home opportunities that promise high pay with minimal effort, often requiring victims to pay for training materials or home office upfront.

6

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Emailed Job Offer Supposedly from an Employer, Recruiter, or Job Board

- Their emails may camouflage fraudulent job offers, phishing attempts, or links to malicious websites, posing a significant risk to your computer's security.
- The email alleges they discovered your resume on reputable platforms like Indeed, LinkedIn, or a company website, etc., identifying you as an ideal fit for an exciting new opportunity. And they want to hire you — **immediately!** To proceed, they request personal information for pre-employment credit checks or the completion of hiring procedures.



7

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Fake jobs on Social Media

- **Fake Facebook pages** exist with many “opportunities” shared and promoted. Moreover, bogus jobs can infiltrate authentic Facebook pages, amplifying the challenge of discerning legitimate opportunities from fraudulent ones.
- **Fake LinkedIn Profiles** can be used to post “opportunities” in LinkedIn Groups and sometimes real LinkedIn Profiles share fake jobs, too

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Fake Jobs Apparently from Legitimate Employers/ Recruiters

- **False Affiliation:** Job postings falsely associate themselves with reputable companies like Google or Apple to appear legitimate or often from less well-known names
- **Impersonation Tactics:** Fraudulent individuals or organizations pose as recruiters or staffing agencies to lure job seekers with promises of lucrative roles or remote work opportunities in exchange for personal information or upfront fees.



9

9

Bogus Jobs on Legitimate Job Boards

- The job board may be a well-known brand name like Indeed, Monster, or your favorite professional association's "career center." But, while the job board is legitimate, the job may be a scam.
- The fact that an employer, or a scammer, must first pay a job board in order to post jobs does NOT guarantee that the job is legitimate.

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Fake Job Boards, Fake Employer Websites, and Fake Recruiter Websites

- The website may look very professional, but their only goal is to collect as much personal information from you as possible.
- Usually they require your personal information, particularly your SIN for “pre-screening.” They usually also need your personal bank account number so they can begin depositing your paychecks (because they are ready to hire you immediately).

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Signs of Job Search Scams



Work from home jobs

- Be especially wary of an email sent to you by a stranger or a message from a stranger through Facebook, LinkedIn, or other social network.

Money Transfer/Payment Rep Jobs

- They need access to your personal bank account to manage some financial aspects of the role, and they will pay you handsomely for that access.

12

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Signs of Job Search Scams



Re-Shipment Jobs

- They need you to accept shipments which you re-package and re-ship to their customers, typically in another country.

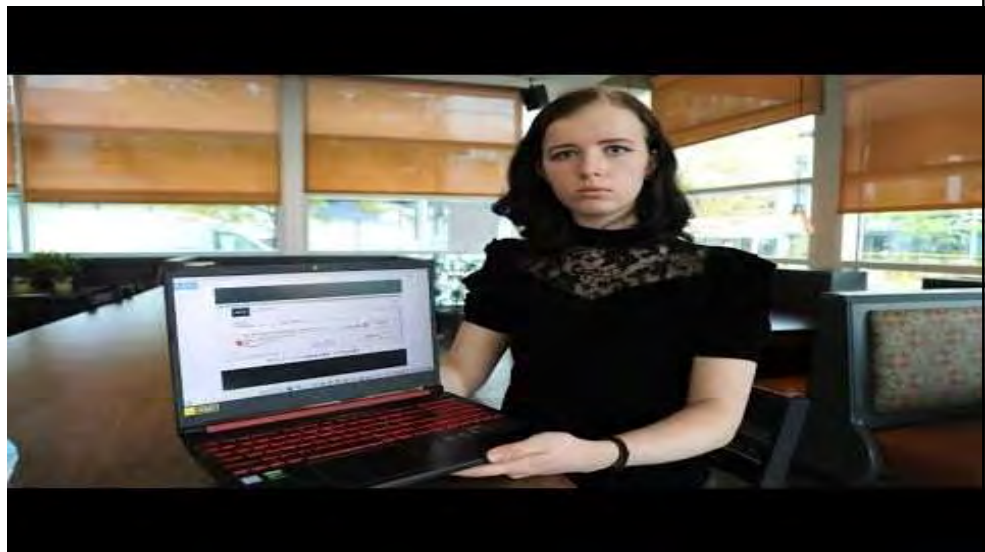
Pay-to-Play Jobs

- It's a great job, but you must first invest in inventory (to assemble or to sell), training in their process, and/or equipment needed to do the job.

13

13

Be wary of Pay to Play Jobs



https://youtu.be/7Y3uS_WCyvM

14

Signs of Job Search Scams



Pay Them for Access to Undisclosed Jobs

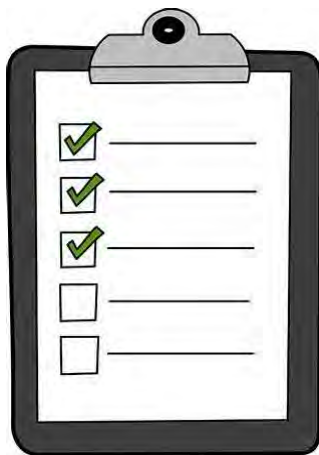
- These undisclosed jobs are purportedly for the Federal Government or the Post Office, and — for a fee — these people will give you access to those jobs.

No experience necessary. The job is **VERY** easy to do, and pays **VERY** well

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How to avoid job scams



- #1 Do your research
- #2 Verify website security ("https://" at the beginning, not "http://")
- #3 Trust your instincts
- #4 Don't give personal information
- #5 Look for complaints
- #6 Consult your Employment Counselor

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Report scams to the Canadian Anti Fraud Centre (CAFC)


- Information could link a number of crimes together, in Canada and abroad
- Information could progress or complete an investigation
- Reports show crime trends and allows for crime forecasting
- It helps law enforcement, private and public sector, academia etc. to learn about the crimes and help with prevention and awareness efforts

Call Toll free: **1-888-495-8501**


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Career
Readiness

TAM A DIFFERENCE MAKER

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Questions



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Signs a job offer is a scam:

- If it sounds too good to be true, it typically is.
- The offered wage is higher or lower than the average wage for that job; check current wages on the internet.
- You didn't submit your application to their official career website;
- Your online resume is all they required to hire you.
- The job posting isn't on the real company's job page.
- They don't need to meet you in person; most legitimate companies will meet you at least once before hiring you.
- The interview is conducted through Google Hangouts, Telegram App, texting apps (TextFree app, TextNow app), WhatsApp, or no interview at all.
- Emails are sent from free, insecure accounts such as Gmail, Yahoo, or Hotmail.
- Require you to provide personal information, such as your driver's licence, passport or Social Insurance Number during an interview (this is not needed until later during the background check process).
- You need to supply your credit card or bank account information.
- You need to pay to get the job.
- You are asked to purchase equipment for which you would later be reimbursed by the company. They tell you who to send the money to for the purchase.
- You are required to deposit money into your personal bank account and transfer it to unknown persons/companies

Online job sites can be a safe environment for you to post your resume and apply for your next career endeavour; however it is important for you to take the time to research the offer:

- Do an online search to confirm whether or not the company exists.
- Online business searches are available for companies outside of Canada.
- Consider only accepting employment for companies that are hiring locally.
- Find the phone number for the company you are applying for and call the company to verify whether or not they are hiring.
- Do not send your Social Insurance Number (SIN) or a picture of your SIN card or driver's licence to prove identity to anyone.
- Do not send your banking information for payroll purposes unless you have confirmed that the company exists and is operational.
- Consider looking for a different job if you are asked to open a bank account, deposit cheques and then send the money to someone else in the form of Bitcoin, iTunes cards, Steam cards, or deposit to a third-party account.
- Confirm with your financial institution that all methods of money transfer to you are valid prior to depositing money or cashing a cheque.
- Wait for the cheque or bank draft to clear before withdrawing or transferring any money.
- Do not cash cheques made out to you that are for an amount higher than the expected dollar value, as they will be fraudulent.

To learn more, go to

www.edmontonpolice.ca/CrimePrevention/PersonalFamilySafety/Frauds/OnlineScams/EmploymentScams

MS Teams

- See MS Teams guide in binder

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25

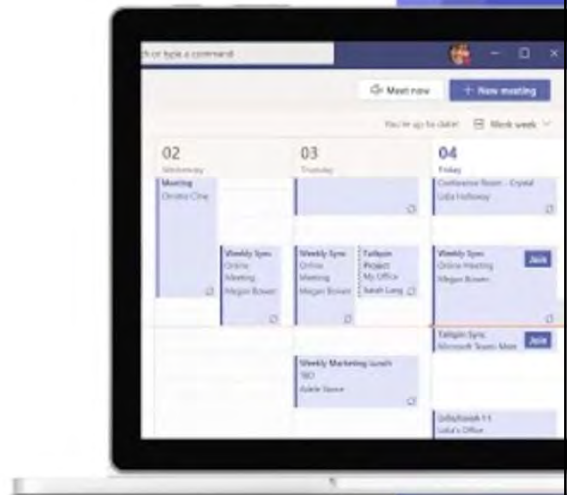


How to manage meetings in Microsoft Teams



Microsoft Teams Manage meetings

<https://youtu.be/ZoFrVKxtwZk>



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How to join a Microsoft Teams meeting



Microsoft Teams

How to join a Teams meeting

Microsoft Support



<https://youtu.be/tfqcljc3g94?>



Day 6



Learning Outputs

6.1 MS Teams Practice:



- Gain practical experience in utilizing advanced meeting functionalities within MS Teams, including virtual backgrounds, hand-raising, reactions, meeting view adjustments.
- Gain awareness of essential virtual meeting etiquette, including muting when not speaking, refraining from off-topic discussions, and testing audio & camera settings before a meeting.

6.2. Resume - Employer Perspective:

- Evaluate sample resumes from the perspective of an employer, focusing on clarity, relevance, and alignment with job requirements.
- Identify key elements that capture an employer's attention, such as concise summaries, relevant experiences, quantifiable achievements, and targeted keywords.
- Appreciate how targeted resumes can effectively showcase qualifications, increasing the likelihood of securing interviews and job offers.

Skills for Success (SFS) - or details, go to *Curriculum Outcome Map* spreadsheet and choose "Day 6" tab.

- Adaptability
- Collaboration
- **Communication**
- Creativity and innovation
- **Digital**
- Numeracy
- **Problem solving**
- Reading
- Writing

Employer Perspective

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Activity	The Position
	<div style="text-align: right; font-size: small; margin-bottom: 10px;">   </div> <h2 style="margin: 0;">Administrative Assistant-Hardware Store</h2> <p style="margin-top: 20px;">Seeking energetic, proactive Administrative Assistant for Hardware Store. Responsibilities include answering phones and directing calls, handling correspondence and memos, typing, faxing, filing, being the liaison between Partner and staff, following up with clients, scheduling meetings, printing and putting together binders, and more.</p> <hr/> <p>Additional Information</p> <p>Location: Etobicoke, ON</p> <p>Experience: Ideal candidate will have 2yr+ experience. BA is a plus. Previous hardware experience is a plus. Must be proficient with Word, Outlook, and Excel and be computer-savvy. Need a true team-player! If you are qualified and interested, please send resumes directly to hardwarestore@email.com quoting job ID# 997000</p>

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Resumes

Agenda

Agenda

- Employer Perspective Activity
- Tailoring Highlights to the Position
- Focusing on transferable skills
- Saving & Emailing Your Resume

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3

Activity

The Applicants

Administrative Assistant-Hardware Store

Seeking energetic, proactive Administrative Assistant for Hardware Store. Responsibilities include answering phones and directing calls, handling correspondence and memos, typing, faxing, filing, being the liaison between Partner and staff, following up with clients, scheduling meetings, printing and putting together binders, and more.

Additional Information

Location: Etobicoke, ON

Experience: Ideal candidate will have 2yr+ experience. BA is a plus. Previous hardware experience is a plus. Must be proficient with Word, Outlook, and Excel and be computer-savvy. Need a true team-player! If you are qualified and interested, please send resumes directly to hardwarestore@email.com quoting job ID# 997000

ANA RAMIREZ
906-5 Apple Road, Chatham, ON L1T 8Y1
Phone: (547) 313-1113 Ext: (647) 222-2222
E-mail: anaram@comcast.com

OBJECTIVE
To secure a challenging position as an Administrative Assistant where I can use my skills and experience to grow an enterprise and to continue learning.

SKILLS AND ABILITIES

- More than 5 years of experience in the field of Social Services
- Excellent understanding of the dynamics of domestic violence
- Empathetic and sensitive to the needs of clients
- Strong advocacy and lobbying skills at national and international level
- Highly organized with excellent time management skills
- Strong counseling and communication skills both written and verbal
- Solid experience in research, documentation, report writing and writing project proposals
- Excellent problem solving and conflict resolution skills
- Computer Proficiency - Proficiency in various computer applications
- Languages: English, Spanish, some Portuguese

PROFESSIONAL EXPERIENCE

COUNSELLING SKILLS

- Provided individual and group counselling for women and men
- Input clear information on data base
- Prepared reports for social service agencies, courts and other groups
- Provided an awareness at national and international level through advocacy and lobbying with charities, organizations, government officials, individuals and groups
- Attended court hearings with clients to provide law legal and/or social assistance to victims

ADMINISTRATIVE SKILLS

- Ensured that new arrivals and immigrants settle comfortably by having access to training resources and information
- Checked and lodged newcomers and newcomers in Kitching various times
- Did interpretation for Spanish speaking clients
- Provided general assistance to clients on phone and in person

WORK HISTORY

Canadian, Two	2016 - Present
Canadian, Ontario, ON	
Misao Non Profit Organization	2014 - 2016
Com-Biosera, Peru	
Centro for Help	2010 - 2014
Deputy Coordinator, Peru	
Centro for Legal Aid	2007 - 2010
Director, Peru	

EDUCATION

Duchess College, Ontario, ON	2008
World, Etobico, Ontario	
National Autonomous University of Peru	2007
Degree in Statistics, Economics and Mathematics	

JOANA BILBAO
11 Overlea Drive, Woodbridge, ON N6M 5G5
905-411-1111
bilbao@mail.com

ADMINISTRATIVE ASSISTANT
Office Management & Team Building & MS-Office Suite & Multi-tasking

CAREER HIGHLIGHTS

- 8+ years experience providing high quality administrative support to senior management
- Superior organizational skills used to coordinate activities for multiple projects, ensuring critical deadlines to be met on time
- Proven track record of streamlining processes and ensuring cost-effective office supplies and travel accommodations
- Computer skills: proficient in Microsoft Word, Excel, PowerPoint and Outlook
- Recognized by management for exceptional work

WORK EXPERIENCE

Executive Secretary 2010 - 2017
Amazona Oil Company, Brazil

- Provided administrative and secretarial assistance to senior management who led over 35 projects in three countries for a large oil company
- Oversaw the day-to-day activities of the administrative department, ensuring work priorities were balanced and responses to meet critical deadlines
- Handled travel arrangements for 20 staff members; prepared all necessary paperwork and audio/visual materials, sourced cost-effective airfare which resulted in a net saving of \$100 - \$175 per round-trip airfare ticket
- Standardized department filing system, enabling clerical staff to easily locate information
- Worked collaboratively and cooperatively with 6 other business units, communicating regularly to capture potential problems and to solve immediate requirements
- Provided exceptional client service and ensured clients' needs were met during office visits

Secretary 2008 - 2010
Industrial Bank, Brazil


- Applied high levels of organization and detail to effectively manage administrative functions for the head office of one of the largest banks in the country
- Provided document management support to 300+ employees, including preparing and editing correspondence, reports and PowerPoint presentations
- Organized the details of special events and large-scale committee meetings
- Created an easily retrievable database of important contact information

Office Administration current (part-time)
Triko College, Toronto, ON



B.A. Degree (English Major) 2007
Corcovado College, Sao Paulo University

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Activity Applicant #1: Ana		 
ANA RAMIREZ 906-3 Apple Road, Courtice, ON L6T 5X3 Phone: (647) 111-1111 Cell: (647) 222-2222 E-mail: aramirez@email.com		
OBJECTIVE To secure a challenging position as an Administrative Assistant where I can use my skills and experience to grow in my career and to continue learning.		
SKILLS AND ABILITIES <ul style="list-style-type: none"> • More than 5 years of experience in the field of Social Services • Excellent understanding of the dynamics of domestic violence • Empathetic and sensitive to the needs of clients • Strong advocacy and lobbying skills at national and international level • Highly organized with excellent time management skills • Strong counselling and communication skills both written and verbal • Solid experience in research, documentation, report writing and writing project proposals • Excellent problem solving and conflict resolution skills • Computer Proficiency - Proficiency in various computer applications • Languages: English, Spanish, some Portuguese 		
PROFESSIONAL EXPERIENCE		
COUNSELLING SKILLS <ul style="list-style-type: none"> • Provided individual and group counselling for women and men • Input client information on data base • Prepared reports for social service agencies, courts and other groups • Provided awareness at national and international level through advocacy and lobbying organizations, government offices, individuals and groups 		
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ADMINISTRATIVE SKILLS <ul style="list-style-type: none"> • Ensured that newcomers and immigrants settle comfortably by having access to various resources and information • Oriented and helped newcomers and immigrants in filling various forms • Did interpretation for Spanish speaking clients • Provided general information to clients on phone and in person 		
WORK HISTORY		
Canadian Tire Cashier , Oshawa, ON		2018 – Present
Mosaic Non-Profit Organization Coordinator , Peru		2014 - 2018
Centre for Help Deputy Coordinator , Peru		2010 - 2014
Centre for Legal Aid Director , Peru		2007 - 2010
EDUCATION: Durham College, Oshawa, ON Word, Excel, Access		
		2018

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Activity Applicant #2: Joana		 
JOANA BILBAO 11 Overlea Drive, Woodbridge, ON N2M 5C8 905-111-1111		
ADMINISTRATIVE ASSISTANT Office Management Team Building MS Office Suite Multi-tasking		
CAREER HIGHLIGHTS <ul style="list-style-type: none"> • 6+ years experience providing high quality administrative support to senior management • Superior organizational skills used to coordinate activities for multiple projects, ensuring critical deadlines to be met on time • Proven track record of streamlining processes and sourcing cost-effective office supplies and travel accommodations • Computer skills: proficient in Microsoft Word, Excel, PowerPoint, Outlook • Recognized by management for exceptional work 		
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WORK EXPERIENCE		
Executive Secretary Amazonia Oil Company, Brazil		2010- 2017
<ul style="list-style-type: none"> • Provided administrative and secretarial assistance to senior management who led over 35 projects in three countries for a large oil company • Oversaw the day-to-day activities of the administrative department, ensuring work priorities were balanced and expedited to meet critical deadlines • Handled travel arrangements for 20 staff members; prepared all necessary paperwork and audio/visual materials; sourced cost-effective airfare which resulted on a net saving of \$100 - \$175 per round-trip airfare ticket • Standardized department filing system, enabling clerical staff to easily locate information • Worked collaboratively and cooperatively with 6 other business units, communicating regularly to capture potential problems and sought immediate resolutions • Provided exceptional client service and ensured clients' needs were met during office visits 		
Secretary Industrial Bank, Brazil		2008 - 2010
<ul style="list-style-type: none"> • Applied high levels of organization and detail to effectively manage administrative functions for the head office of one of the largest banks in the country. • Provided document management support to 100+ employees, including preparing and editing correspondence, reports and PowerPoint presentations • Organized the details of special events and large-scale committee meetings • Created an easily retrievable database of important contact information 		
EDUCATION & TRAINING		
Office Administration Trios College, Toronto, ON		current (part-time)

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Activity

Who would you hire?

- Ana
- Joana

The Applicants

ANA RAMIREZ
906-F Apple Road, Chatham, ON N1A 1E7, CAN
Phone: (847) 313-3333 Cell: (647) 222-2222
E-mail: ramirezana@gmail.com

OBJECTIVE
To secure a challenging position as an Administrative Assistant where I can use my skills and experience to grow in my career and to continue learning.

SKILLS AND ABILITIES

- More than 5 years of experience in the field of Social Service
- Excellent understanding of the dynamics of domestic violence
- Empathetic and sensitive to the needs of clients
- Strong advocacy and lobbying skills at national and international level
- Highly organized with excellent time management skills
- Strong counselling and communication skills both verbal and written
- Solid experience in research, documentation, report writing and writing project proposals
- Excellent problem solving and conflict resolution skills
- Computer Proficiency - Proficiency in various computer applications
- Languages: English, Spanish, some Portuguese

PROFESSIONAL EXPERIENCE

COUNSELLING SKILLS

- Provided individual and group counselling for women and men
- Input client information on data base
- Prepared reports for social service agencies, courts and other groups
- Provided awareness at national and international level through advocacy and lobbying with churches, organizations, government officials, individuals and groups
- Attended court hearings with clients to provide the legal and administrative assistance to victims

ADMINISTRATIVE SKILLS

- Trained staff resources and managed staff comfortably by having access to various resources and information
- Directed and helped new comers and assignments in filing various forms
- Did interpretation for Spanish speaking clients
- Provided general administration to clients on phone and in person

WORK HISTORY

Canadian Two	2018 - Present
Canadian, Chatham, ON	
Mosaic Non Profit Organization	2014 - 2018
Coordinator, Peru	
Centre for Help	2010 - 2014
Deputy Coordinator, Peru	
Centre for Legal Aid	2007 - 2010
Director, Peru	
EDUCATION	
Dublin College, Ontario, ON	2008
Word, Excel, Access	
National Autonomous University of Peru	2007
Degree in Statistics, Economics and Mathematics	

JOANA BILBAO
11 Overlea Drive, Woodbridge, ON N2M 5C3
905-411-1111
bilbao@gmail.com

ADMINISTRATIVE ASSISTANT
Office Management • Team Building • MS Office Suite • Multi-tasking

CAREER HIGHLIGHTS

- Six years experience providing high quality administrative support to senior management
- Superior organizational skills used to coordinate activities for multiple projects, ensuring critical deadlines to be met on time
- Proven track record of streamlining processes and lowering cost-effective office supplies and travel accommodations
- Computer skills proficient in Microsoft Word, Excel, PowerPoint and Outlook
- Recognized by management for exceptional work

WORK EXPERIENCE

Executive Secretary
Amazonia Oil Company, Brazil 2010 - 2017

- Provided administrative and secretarial assistance to senior management who led over 35 projects in three countries for a large oil company
- Overlaid the day-to-day activities of the administrative department, ensuring work priorities were balanced and expedited to meet critical deadlines
- Handled travel arrangements for 20 staff members; prepared all necessary paperwork and audited/checked materials, assured cost-effective rates, which resulted in a net saving of USD 3,175 per month (per airfare ticket)
- Standardized document filing system, enabling client staff to easily locate information
- Worked collaboratively and cooperatively with 6 other business units, communicating regularly to capture potential problems and sought appropriate resolutions
- Provided exceptional client service and ensured clients' needs were met during office visits

Secretary
Industrial Bank, Brazil 2008 - 2010

- Applied high levels of organization and detail to effectively manage administrative functions for the head office of one of the largest banks in the country
- Provided document management support to 100+ employees, including preparing and editing correspondence, reports and PowerPoint presentations
- Organized the details of special events and large-scale committee meetings
- Created an easily retrievable database of important contact information

EDUCATION & TRAINING (during gap time)

Office Administration
Trinity College, Toronto, ON

B.A. Degree: English Major 2007
Concordia College, Sao Paulo University

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Tailoring Highlights to the Position

Administrative Assistant-Hardware Store

Seeking energetic, proactive Administrative Assistant for Hardware Store. Responsibilities include answering phones and directing calls, handling correspondence and memos, typing, faxing, filing, being the liaison between Partner and staff, following up with clients, scheduling meetings, printing and putting together binders and more.

Additional Information

Location: Etobicoke, ON

Experience: Ideal candidate will have 2yr+ experience, BA is a plus. Previous hardware experience is a plus. Must be proficient with Word, Outlook, and Excel and be computer-savvy. Need a true team-player. If you are qualified and interested, please send resumes directly to hardwarestore@email.com quoting job ID# 997000

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ANA RAMIREZ
906-3 Apple Road, Courice, ON L6T 3X3
Phone: (647) 111-1111 Cell: (647) 222-2222
E-mail: aramirez@email.com

OBJECTIVE
To secure a challenging position as an Administrative Assistant where I can use my skills and experience to grow in my career and to continue learning.

SKILLS AND ABILITIES

- More than 5 years of experience in the field of Social Services
- Excellent understanding of the dynamics of domestic violence
- Empathetic and sensitive to the needs of clients
- Strong advocacy and lobbying skills at national and international level
- Highly organized with excellent time management skills
- Strong counselling and communication skills both written and verbal
- Solid experience in research, documentation, report writing and writing project proposals
- Excellent problem solving and conflict resolution skills
- Computer Proficiency - Proficiency in various computer applications
- Languages: English, Spanish, some Portuguese

PROFESSIONAL EXPERIENCE

COUNSELLING SKILLS

- Provided individual and group counselling for women and men
- Input client information on data base
- Prepared reports for social service agencies, courts and other groups
- Provided awareness at national and international level through advocacy and lobbying at political, organizational, government offices, radio, clubs and groups
- Attended court hearings with clients to provide free legal information and assistance to victims

ADMINISTRATIVE SKILLS

- Entered client names and appointments into computer by having access to various programs and applications
- Created and helped newcomers and immigrants in filling various forms
- Did interpretations for Spanish speaking clients
- Provided general assistance to clients on phone and in person

WORK HISTORY

Canadian Tire	2013 - Present
Co-Worker, Ontario, ON	
Mission New Profit Organization	2014 - 2018
Coordinator, Paris	
Centre for Help	2010 - 2014
Deputy, Coordinator, Paris	
Centre for Legal Aid	2007 - 2010
Director, Paris	
EDUCATION:	
Dundas College, Ontario, ON	2018
Word, Excel, Access	

Tailoring Highlights to the Position

ANA RAMIREZ
906-3 Apple Road, Courice, ON L6T 3X3
Phone: (647) 111-1111 Cell: (647) 222-2222
E-mail: aramirez@email.com

OBJECTIVE
To secure a challenging position as an Administrative Assistant where I can use my skills and experience to grow in my career and to continue learning.

SKILLS AND ABILITIES

- More than 5 years of experience in the field of Social Services
- Excellent understanding of the dynamics of domestic violence
- Empathetic and sensitive to the needs of clients
- Strong advocacy and lobbying skills at national and international level
- Highly organized with excellent time management skills
- Strong counselling and communication skills both written and verbal
- Solid experience in research, documentation, report writing and writing project proposals
- Excellent problem solving and conflict resolution skills
- Computer Proficiency - Proficiency in various computer applications
- Languages: English, Spanish, some Portuguese

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ANA RAMIREZ
906-3 Apple Road, Courice, ON L6T 3X3
Phone: (647) 111-1111 Cell: (647) 222-2222
E-mail: aramirez@email.com

OBJECTIVE
To secure a challenging position as an Administrative Assistant where I can use my skills and experience to grow in my career and to continue learning.

SKILLS AND ABILITIES

- ~~More than 5 years of experience in the field of Social Services~~
- ~~Excellent understanding of the dynamics of domestic violence~~
- Empathetic and sensitive to the needs of clients
- ~~Strong advocacy and lobbying skills at national and international level~~
- Highly organized with excellent time management skills
- ~~Strong counselling and communication skills both written and verbal~~
- Solid experience in research, documentation, report writing and writing project proposals
- ~~Excellent problem solving and conflict resolution skills~~
- Computer Proficiency - Proficiency in various computer applications
- ~~Languages: English, Spanish, some Portuguese~~

Tailoring Highlights to the Position

ANA RAMIREZ
906-3 Apple Road, Courice, ON L6T 3X3
Phone: (647) 111-1111 Cell: (647) 222-2222
E-mail: aramirez@email.com

OBJECTIVE
To secure a challenging position as an Administrative Assistant where I can use my skills and experience to grow in my career and to continue learning.

SKILLS AND ABILITIES

- Five years' experience in retail: hardware, housewares, sports departments
- Skilled in administrative duties, including faxing and document management
- Experience in responding to customers' telephone enquiries
- Able to identify and respond to customer needs
- Strong communication skills both written and verbal
- Highly organized with excellent time management skills
- Computer Proficiency: MS Word, Outlook, Excel, OneDrive, Access

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Focusing on transferable skills

Mosaic Non-Profit Organization 2014 - 2018
Coordinator

- Ensured that newcomers and immigrants settle comfortably by having access to various resources and information
- Oriented and helped newcomers and immigrants in filling various forms
- Did interpretation for Spanish speaking clients
- Provided general information to clients on phone and in person

Mosaic Non-Profit Organization 2014 - 2018
Coordinator

- Provided courteous customer service and shared general information with clients on the phone and in person
- Helped clients to fill in and print MS Word documents and forms
- Scheduled meetings for clients to meet with interpreters
- Communicated carefully and accurately while interpreting for Spanish-speaking clients

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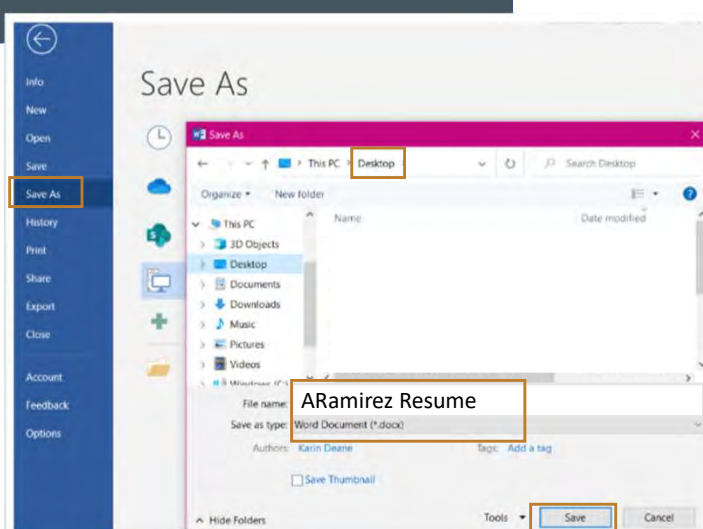
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Resumes

Saving & Emailing Your Resume

In Microsoft Word:
File → Save As → File Name →
FirstName LastName Resume OR
Initial LastName Resume
 → Save

Need a PDF?
Save as type → PDF



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Resumes

Saving & Emailing Your Resume



Subject: Application for #997000 - Admin Assistant

Attachments: ARamirez Resume - Admin Assistant

Dear Hiring Manager,

I would like to apply for the position of **Administrative Assistant** and have attached my resume.

I look forward to hearing from you.

Thank you,

Ana Ramirez
(647) 222-2222

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Tailor Your Resume: Employer Perspective Activity

Job Posting

Look at the job posting and decide which of the applicants should be called in for an interview.

Administrative Assistant-Hardware Store

Seeking energetic, proactive Administrative Assistant for Hardware Store. Responsibilities include answering phones and directing calls, handling correspondence and memos, typing, faxing, filing, being the liaison between Partner and staff, following up with clients, scheduling meetings, printing and putting together binders, and more.

Additional Information

Location: Etobicoke, ON

Experience: Ideal candidate will have 2yr+ experience. BA is a plus. Previous hardware experience is a plus. Must be proficient with Word, Outlook, and Excel and be computer-savvy. Need a true team-player! If you are qualified and interested, please send resumes directly to hardwarestore@email.com quoting job ID# 997000

ANA RAMIREZ

906-3 Apple Road, Courtice, ON L6T 3X3
Phone: (647) 111-1111 **Cell:** (647) 222-2222
E-mail: aramirez@email.com

OBJECTIVE

To secure a challenging position as an Administrative Assistant where I can use my skills and experience to grow in my career and to continue learning.

SKILLS AND ABILITIES

- **More than 5 years of experience in the field of Social Services**
- Excellent understanding of the dynamics of domestic violence
- Empathetic and sensitive to the needs of clients
- Strong advocacy and lobbying skills at national and international level
- Highly organized with excellent time management skills
- Strong counselling and communication skills both written and verbal
- Solid experience in research, documentation, report writing and writing project proposals
- Excellent problem solving and conflict resolution skills
- **Computer Proficiency** - Proficiency in various computer applications
- **Languages:** English, Spanish, some Portuguese

PROFESSIONAL EXPERIENCE

COUNSELLING SKILLS

- Provided individual and group counselling for women and men
- Input client information on data base
- Prepared reports for social service agencies, courts and other groups
- Provided awareness at national and international level through advocacy and lobbying with churches, organizations, government offices, individuals and groups
- Attended court hearings with clients to provide free legal aid/advice and assistance to victims

ADMINISTRATIVE SKILLS

- Ensured that newcomers and immigrants settle comfortably by having access to various resources and information
- Oriented and helped newcomers and immigrants in filling various forms
- Did interpretation for Spanish speaking clients
- Provided general information to clients on phone and in person

WORK HISTORY

Canadian Tire Cashier , Oshawa, ON	2018 – Present
Mosaic Non-Profit Organization Coordinator , Peru	2014 - 2018
Centre for Help Deputy Coordinator , Peru	2010 - 2014
Centre for Legal Aid Director , Peru	2007 - 2010
EDUCATION: Durham College, Oshawa, ON Word, Excel, Access	2018
National Autonomous University of Peru Degree in Statistics, Economics and Mathematics	2007



JOANA BILBAO

11 Overlea Drive, Woodbridge, ON N2M 5C8
905-111-1111
bilbao@email.com

ADMINISTRATIVE ASSISTANT

Office Management ◊ Team Building ◊ MS Office Suite ◊ Multi-tasking

CAREER HIGHLIGHTS

- 6+ years experience providing high quality administrative support to senior management
- Superior organizational skills used to coordinate activities for multiple projects, ensuring critical deadlines to be met on time
- Proven track record of streamlining processes and sourcing cost-effective office supplies and travel accommodations
- Computer skills: proficient in Microsoft Word, Excel, PowerPoint and Outlook
- Recognized by management for exceptional work

WORK EXPERIENCE

Executive Secretary

2010- 2017

Amazonia Oil Company, Brazil

- Provided administrative and secretarial assistance to senior management who led over 35 projects in three countries for a large oil company
- Oversaw the day-to-day activities of the administrative department, ensuring work priorities were balanced and expedited to meet critical deadlines
- Handled travel arrangements for 20 staff members; prepared all necessary paperwork and audio/visual materials; sourced cost-effective airfare which resulted on a net saving of \$100 - \$175 per round-trip airfare ticket
- Standardized department filing system, enabling clerical staff to easily locate information
- Worked collaboratively and cooperatively with 6 other business units, communicating regularly to capture potential problems and sought immediate resolutions
- Provided exceptional client service and ensured clients' needs were met during office visits

Secretary

2008 - 2010

Industrial Bank, Brazil

- Applied high levels of organization and detail to effectively manage administrative functions for the head office of one of the largest banks in the country.
- Provided document management support to 100+ employees, including preparing and editing correspondence, reports and PowerPoint presentations
- Organized the details of special events and large-scale committee meetings
- Created an easily retrievable database of important contact information
-

EDUCATION & TRAINING

Office Administration

current (part-time)

Trios College, Toronto, ON

B.A. Degree (English Major)2007

Corcovado College, Sao Paulo University

Communicating Your Strengths

- Complete the chart:
1. List a responsibility, duty, position requirement, or other key word in each 'Employer Requirements' box.
 2. List the strengths/skills you would need to satisfy this requirement.
 3. Tell a story or example from your work, volunteer, school or personal life which demonstrates this strength/skill.

Employer Requirements	My Strengths	Story
Example: <i>Maintain a neat, tidy and clean workspace at all times</i>	<ul style="list-style-type: none"> • Organized • Tidy 	When I worked as an Uber driver: kept my car clean. After a passenger left, I checked the backseat for trash and threw it away immediately.



Day 7



Learning Outputs

7.1 Knowledge Sharing in Learning Circles:

- Share what they have learned during independent study with peers in Learning Circles.
- Foster collaborative learning and information exchange within the group.

7.2 Understanding Communication Styles:

- Take part in a communication self-assessment activity in pairs and reflect on their communication strengths and areas for improvement.
- Identify the benefits, disadvantages, and effects of different communication styles.
- Develop a deeper understanding of how various communication styles influence interpersonal interactions.

7.3 Assertive Communication Strategies:

- Understand the principles of assertive communication.
- Learn practical strategies for assertive expression in various situations especially in the professional setting.
- Develop skills to set and maintain healthy boundaries while respecting others' perspectives.

Skills for Success (SFS) - For details, go to *Curriculum Outcome Map* spreadsheet and choose "Day 7" tab.

- Adaptability
- **Collaboration**
- **Communication**
- Creativity and innovation
- Digital
- Numeracy
- **Problem solving**
- Reading
- Writing

Activity – Communication Style self-assessment

What's Your Style?

Consider each of the following questions separately and circle the *one* letter (a, b, c, or d) that corresponds to the description that best fits you. If you have trouble selecting only one answer, ask yourself which response, at work, would be the most natural or likely for you to make.

Self- evaluation questionnaire

There are no right *answers* to these questions, so base your response on how you are today, not how you think you should be or would like to be in the future.

<p>1. When talking to a customer or co-worker ...</p> <ul style="list-style-type: none"> a. I maintain eye contact the whole time. b. I alternate between looking at the person and looking down. c. I look around the room a good deal of the time. d. I try to maintain eye contact but look away from time to time. 	<p>2. If I have an important decision to make ...</p> <ul style="list-style-type: none"> a. I think it through completely before deciding. b. I go with my gut instincts. c. I consider the impact it will have on other people before deciding. d. I run it by someone whose opinion I respect before deciding.
<p>3. My office or work area mostly has ...</p> <ul style="list-style-type: none"> a. Family photos and sentimental items displayed. b. Inspirational posters, awards, and art displayed. c. Graphs and charts displayed. d. Calendars and project outlines displayed. 	<p>4. If I am having a conflict with a co-worker or customer ...</p> <ul style="list-style-type: none"> a. I try to help the situation along by focusing on the positive. b. I stay calm and try to understand the cause of the conflict. c. I try to avoid discussing the issue causing the conflict. d. I confront it right away so that it can get resolved as soon as possible.
<p>5. When I talk on the phone at work ...</p> <ul style="list-style-type: none"> a. I keep the conversation focused on the purpose of the call. b. I spend a few minutes chatting before getting down to business. c. I am in no hurry to get off the phone and don't mind chatting about personal things, the weather, etc. d. I try to keep the conversation as brief as possible. 	<p>6. If a co-worker is upset ...</p> <ul style="list-style-type: none"> a. I ask if I can do anything to help. b. I leave him alone because I don't want to intrude on his privacy. c. I try to cheer him up and help him to see the bright side. d. I feel uncomfortable and hope he gets over it soon.
<p>7. When I attend meetings at work ...</p> <ul style="list-style-type: none"> a. I sit back and think about what is being said before offering my opinion. b. I put all my cards on the table so my opinion is well known. c. I express my opinion enthusiastically, but listen to other's ideas as well. d. I try to support the ideas of the other people in the meeting. 	<p>8. When I do a presentation in front of a group ...</p> <ul style="list-style-type: none"> a. I am entertaining and often humorous. b. I am clear and concise. c. speak relatively quietly. d. I am direct, specific, and sometimes loud.

<p>9. When a customer is explaining a problem to me ...</p> <ul style="list-style-type: none"> a. I try to understand and empathize with how she is feeling. b. I look for the specific facts pertaining to the situation. c. I listen carefully for the main issue so that I can find a solution. d. I use my body language and tone of voice to show her that I understand. 	<p>10. When I attend training programs or presentations ...</p> <ul style="list-style-type: none"> a. I get bored if the person moves too slowly. b. I try to be supportive of the speaker, knowing how hard the job is. c. I want it to be entertaining as well as informative. d. I look for the logic behind what the speaker is saying.
<p>11. When I want to get my point across to customers or co-workers ...</p> <ul style="list-style-type: none"> a. I listen to their point of view first and then express my ideas gently. b. I strongly state my opinion so that they know where I stand. c. I try to persuade them without being too forceful. d. I explain the thinking and logic behind what I am saying. 	<p>12. When I'm late for a meeting or appointment ...</p> <ul style="list-style-type: none"> a. I don't panic but call ahead to say that I will be a few minutes late. b. I feel bad about keeping the other person waiting. c. I get very upset and rush to get there as soon as possible. d. I apologize profusely once I arrive.
<p>13. I set goals and objectives at work that ...</p> <ul style="list-style-type: none"> a. I think I can realistically attain. b. I feel are challenging and would be exciting to achieve. c. I need to achieve as part of a bigger objective. d. Will make me feel good when I achieve them. 	<p>14. When explaining a problem to a co-worker whom I need help from ...</p> <ul style="list-style-type: none"> a. I explain the problem in as much detail as possible. b. I sometimes exaggerate to make my point. c. I try to explain how the problem makes me feel. d. I explain how I would like the problem to be solved.
<p>15. If customers or co-workers are late for a meeting with me in my office ...</p> <ul style="list-style-type: none"> a. I keep myself busy by making phone calls or working until they arrive. b. I assume they were delayed a bit and don't get upset. c. I call to make sure that I have the correct information (date, time, and so on). d. I get upset that the person is wasting my time. 	<p>16. When I am behind on a project and feel pressure to get it done ...</p> <ul style="list-style-type: none"> a. I make a list of everything I need to do, in what order, by when. b. I block out everything else and focus 100 percent on the work I need to do. c. I become anxious and have a hard time focusing on my work. d. I set a date to get the project done by and go for it.
<p>17. When I feel verbally attacked by a customer or a co-worker ...</p> <ul style="list-style-type: none"> a. I tell her to stop it. b. I feel hurt but usually don't say anything about it to her. c. I ignore her anger and try to focus on the facts of the situation. d. I let her know in strong terms that I don't like her behaviour. 	<p>18. When I see a co-worker or customer whom I like and haven't seen recently ...</p> <ul style="list-style-type: none"> a. I give him a friendly hug. b. I greet him but don't shake his hand. c. I give him a firm but quick handshake. d. I give him an enthusiastic handshake that lasts a few moments.

Scoring the questionnaire

Once you have finished the questionnaire, review the following scoring sheet (shown on the next page). You will be scoring yourself on four specific working styles. They are:

- i. **Driver (DR)**
- ii. **Expressive (EX)**
- iii. **Amiable (AM)**
- iv. **Analytical (A)**

Transfer your answers from the questionnaire to the scoring sheet and then count up the number of times you circled each style. Enter these scores at the bottom of the scoring sheet. The style where you scored the most points is your primary working style.

After scoring your responses, you will notice you are not just one style, and neither is anyone else so you have to adjust your communication accordingly. It is important not to label someone because we are all different and complex so no one fits into a box. This tool is meant to be a guide and to give you ideas but the best learning is through trial, error, reflection and trying again.

Scoring Form

1 a Driver b Amiable c Analytical d Expressive	2 a Analytical b Driver c Amiable d Expressive	3 a Amiable b Expressive c Analytical d Driver	4 a Expressive b Amiable c Analytical d Driver
5 a Driver b Expressive c Amiable d Analytical	6 a Amiable b Analytical c Expressive d Driver	7 a Analytical b Driver c Expressive d Amiable	8 a Expressive b Analytical c Amiable d Driver
9 a Amiable b Analytical c Driver d Expressive	10 a Driver b Amiable c Expressive d Analytical	11 a Amiable b Driver c Expressive d Analytical	12 a Analytical b Amiable c Driver d Expressive
13 a Analytical b Expressive c Driver d Amiable	14 a Analytical b Expressive c Amiable d Driver	15 a Expressive b Amiable c Analytical d Driver	16 a Analytical b Driver c Amiable d Expressive
17 a Driver b Amiable c Analytical d Expressive	18 a Amiable b Analytical c Driver d Expressive	Total Driver Score: _____ Total Analytical Score: _____ Total Amiable Score: _____ Total Expressive Score: _____	

Peter Urs Bender's Guide to Strengths and Weaknesses of Personality Types

Each communication/personality type has different strengths & weaknesses. Here are some things to watch for in yourself, and in the people you work with.

The Analytical

Strengths	Potential Weaknesses	Likes, Wants, and Fears
Thinking	Excludes feelings from decisions	Wants to know <u>how</u> things work
Thorough	Goes too far; perfectionist	Wants to be accurate
Disciplined	Too rigid or demanding of self/others	Loves details Fears being embarrassed or losing face Often introverted and hide feelings Values numbers, stats, ideas

The Analytical is polite but reserved, logical, fact- and task-oriented. This person's focus is on precision and perfection. Other strengths include persistence, diligence, caution, and a systematic approach.

Weaknesses involve being withdrawn, boring, quiet, reclusive, and even *su l l e n* at times. If he or she seems indecisive, it's because of a need to assess all the data. Perfectionism can be a fault if the Analytical pushes it too far. This person is definitely not a risk-taker.

The Analytical needs to be right, and won't openly discuss ideas until confident in a decision. His or her pleasure is accuracy. Pain is to be wrong and criticized.

The Amiable

Strengths	Potential Weaknesses	Likes, Wants, and Fears
Supportive	Tends to conform to wishes of others	Wants to know: <u>Why</u> am I doing this?
Patient	No time boundaries; things do not get done	Wants to build relationships
Diplomatic	Not assertive or directive	Loves to give support to others Values suggestions for others Fears losing trust or disagreements Tend to display emotions Often introverts thought

Devoted, consistent, dependable, and loyal, the Amiable is a hard worker and will persevere long after others have given up. He or she is a team player, cooperative and easy to get along with, trustful, sensitive and a good listener. Working in groups with cooperative individuals, the Amiable tries to avoid confrontation. He or she enjoys company, performs best in a stable environment, and often has a stabilizing effect on others.

Weaknesses include indecision and an inability to take risks. Amiables are often too focused on others, conforming, quiet, and passive. They often won't speak up for themselves, are too compliant and nice, and often painstakingly slow to make decisions.

The Driver

Strengths	Potential Weaknesses	Likes, Wants, and Fears
Independent	Has trouble operating with others	Wants to know: <u>What</u> will this do for me?
Decisive	Does not consider other perspectives	Fears giving up control
Determined	Domineering	Wants to save time Values results Loves being in charge, doing it his way Often extroverted but do not show emotions

The Driver is a high achiever – a mover and shaker who is definitely not averse to risk. The individual is extroverted, strong-willed, direct, practical, organized, forceful, and decisive. Look for someone who tells it the way it is and is very persuasive. Watch out or you'll be worn down and bowled over. A driver is task-rather than relationship-oriented and wants immediate results.

This individual is not concerned with how something is done, but what is being done, and what results can be expected. "What" is his or her battle cry. "What's going on? What's being done about it? What you should do is ...!"

The Driver can be stubborn, domineering, impatient, insensitive, and short-tempered, with little time for formalities or niceties. He or she can also be demanding, opinionated, controlling, and uncompromising – or even overbearing, cold, and harsh.

The Driver's pleasure is power, control, and respect. His or her pain is loss of respect, lack of results, and the feeling that he or she is being taken advantage of.

The Expressive

Strengths	Potential Weaknesses	Likes, Wants, and Fears
Good communicator	Talks too much	Wants to know: <u>Who</u> else is involved
Enthusiastic	Comes on too strong	Values appreciation, a pat on the back
Imaginative	Dreamer; unrealistic	Loves social situations and parties Likes to inspire others Fear being rejected.

The Expressive, a verbally adept personality, is engaging, accommodating, supportive of others, persuasive, socially adept, and relationship-rather than task-oriented. He or she loves to be one of the gang, and is always ready for something new and exciting, especially if the gang is ready to participate. Additional strengths include enthusiasm, diplomatic skills, and the ability to inspire others.

Weaknesses involve impatience, a tendency to generalize, and sometimes irrational behavior. The Expressive can also be egotistical, manipulative, undisciplined, reactive, and unorganized. The Expressive readily exchanges information and life experiences. His or her main need is to be appreciated and accepted. The Expressive's pleasure is recognition and approval. His or her pain is isolation and lack of attention.

Adjusting to Other Communication Styles

Communicating with a Driver/Action oriented person:

- Focus on the result first; state the conclusion at the outset.
- State your best recommendation; do not offer many alternatives.
- Be as brief as possible.
- Emphasize the practicality of your ideas.
- Use visual aids.

Communicating with a Process/Analytical oriented person:

- Be precise; state the facts.
- Organize your discussions in a logical order:
 - Background
 - Present situation
 - Outcome
- Break down your recommendations.
- Include options and alternatives with pros and cons.
- Do not rush a process-oriented person.
- Outline your proposal.

Communicating with a People /Amiable oriented person:

- Allow for small talk; do not start the discussion right away.
- Stress the relationship between your proposal and the people concerned.
- Show how the ideas worked well in the past.
- Indicate support from well-respected people.
- Use an informal writing style.

Communicating with an Idea/Expressive oriented person:

- Allow enough time for discussion.
- Do not get impatient when he or she goes off on tangents.
- Try to relate the discussed topic to a broader concept or idea.
- Stress the uniqueness of the idea or topic at hand.
- Emphasize future value or relate the impact of the idea to the future.
- If writing, try to stress the key concepts that underlie your recommendation at the outset. Start with an overall statement and work toward the particulars.

ASSERTIVE COMMUNICATION



1

1

ASSERTIVE COMMUNICATION



Agenda

- Communication styles
- Assertive Communication
 - Goals
 - Benefits
 - Strategies
- Interview Questions



2

2

Assess Your Communication Style



Pre-Self-Assessment – Turn to Your Partner

- How would you describe your communication style?
- Thinking back to your Lumina Spark portrait, did you agree with how it described your communication skills?
- When it comes to communicating with others in a work environment, what do you find challenging?

Assess Your Communication Style



Post-Self-Assessment – Share with other Partner

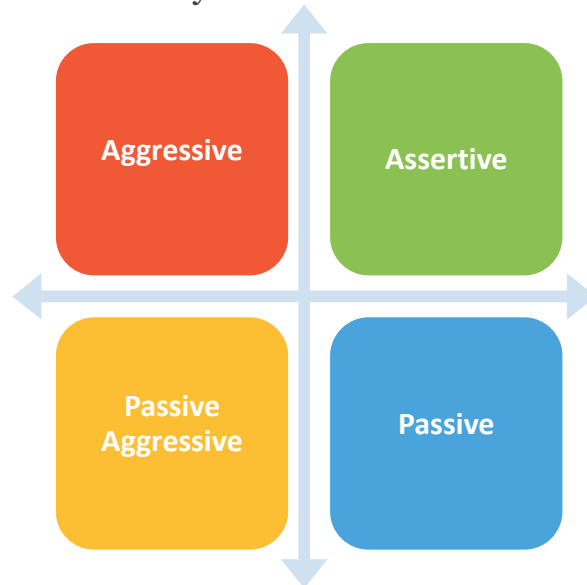
- Are you a Driver, Expressive, Amiable, or Analytical?
- Do you agree with the description of the category you fall into? Why (not)?
- Have you ever considered changing the way you communicate to suit the other person's communication style better?

Celeste Headlee: 10 ways to have a better conversation

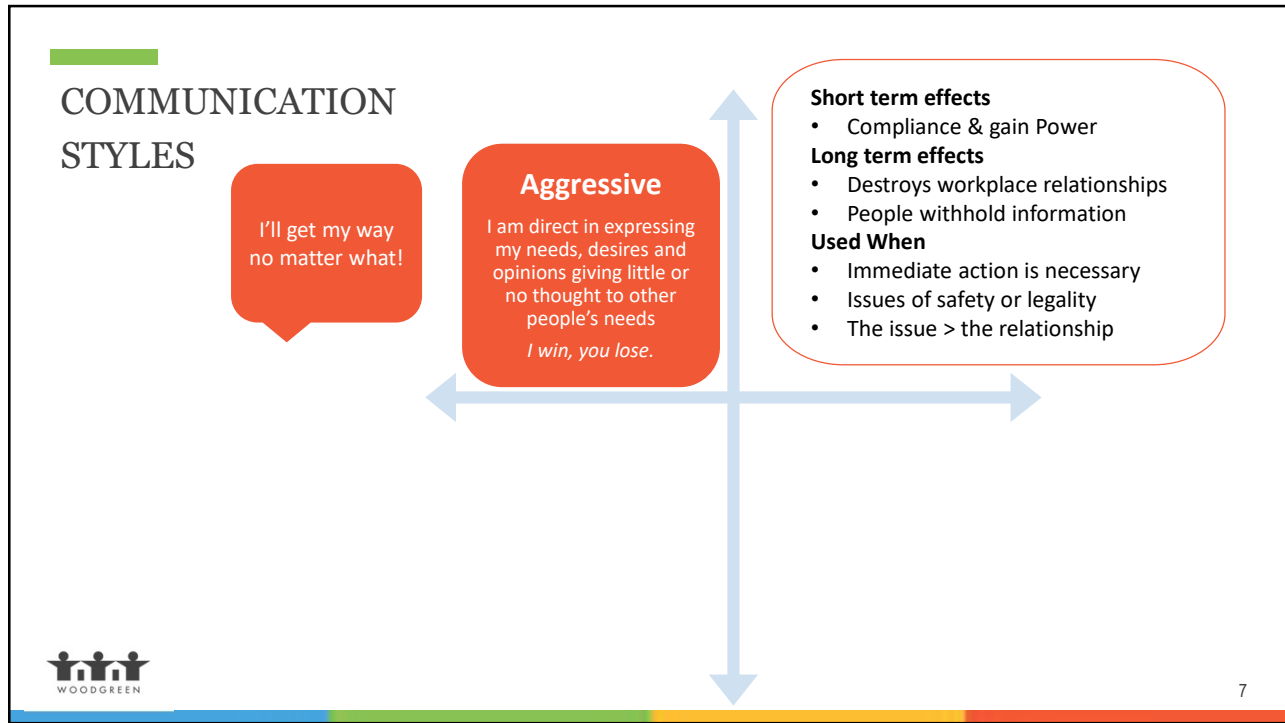


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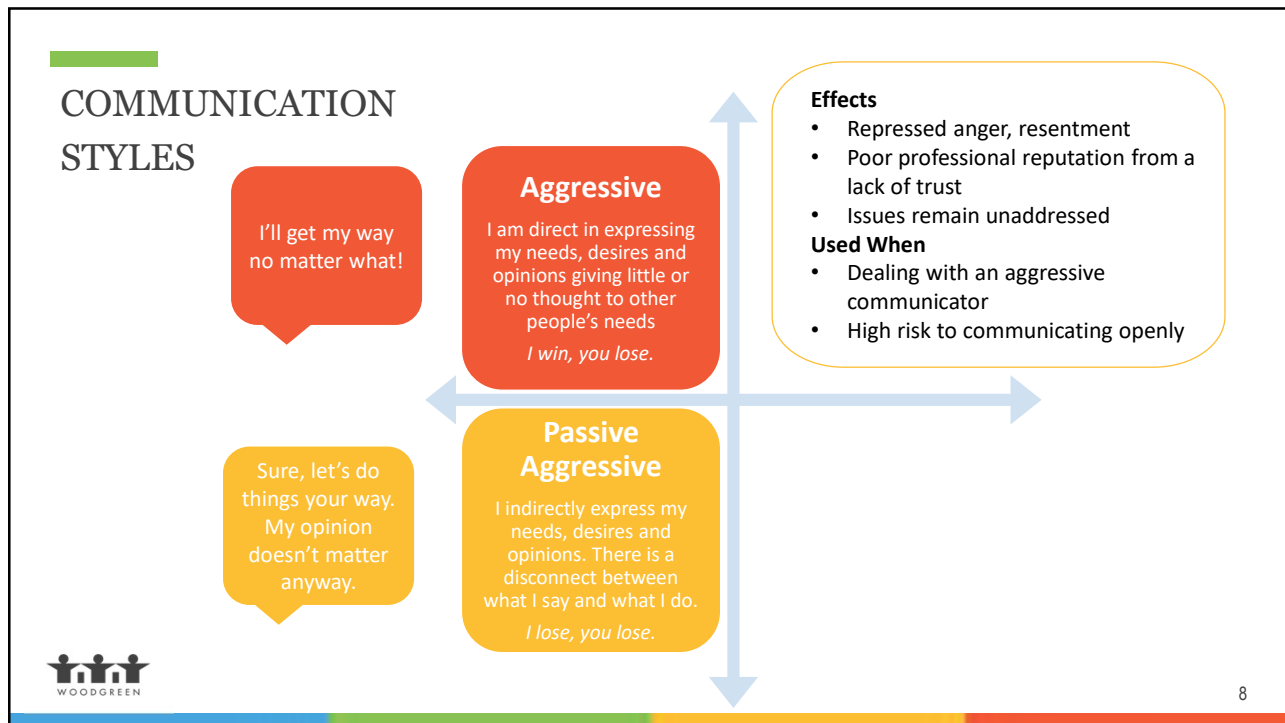
A Second Communication Style Framework



6

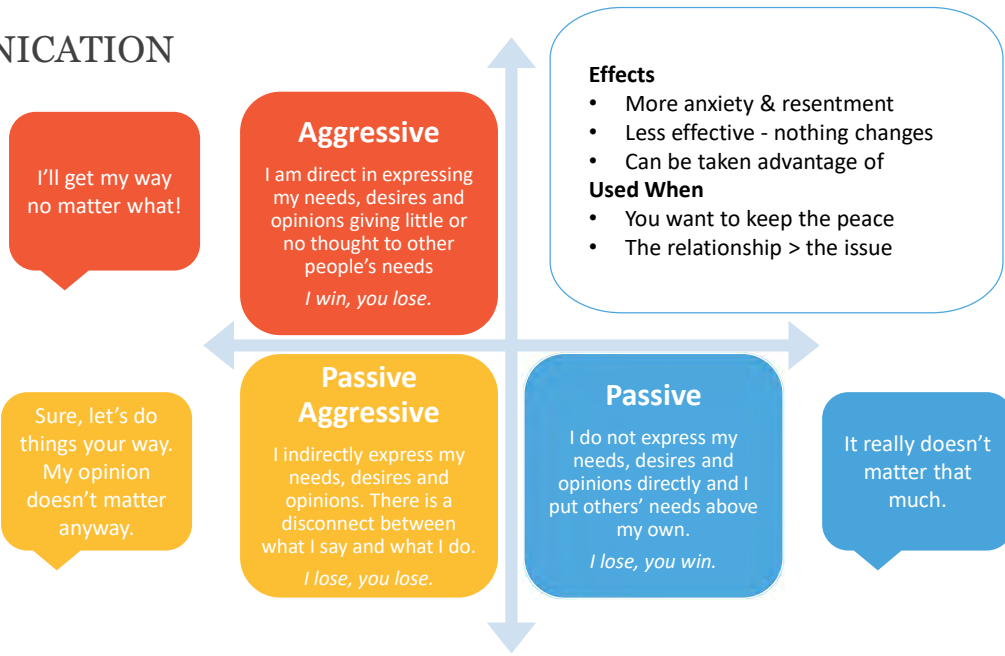


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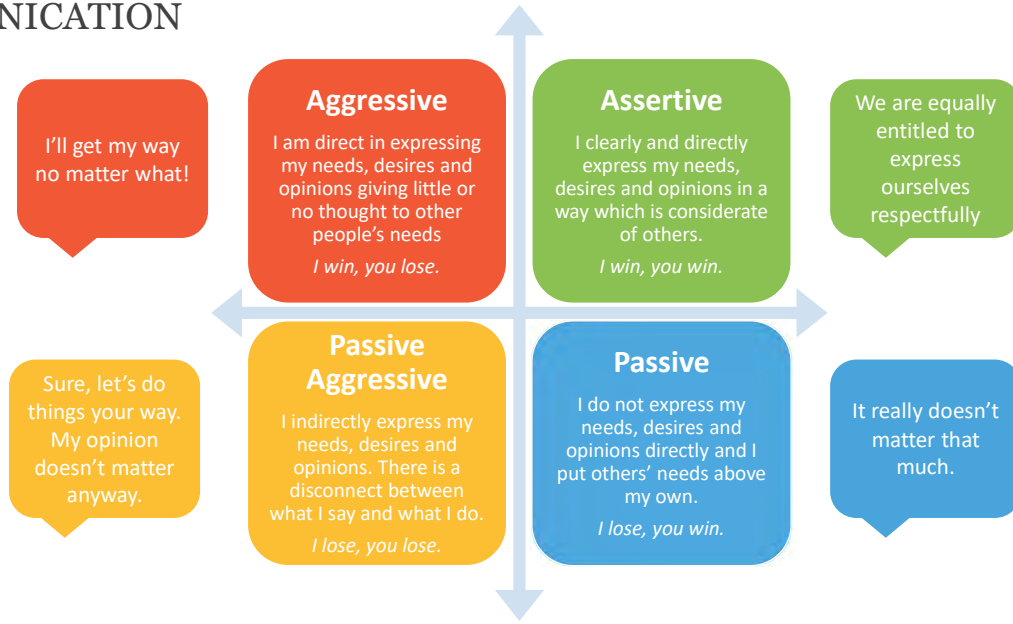


8

COMMUNICATION STYLES



COMMUNICATION STYLES



Handout: Role Play Scenarios

- Each person will receive one of the following scenarios to create a role play to perform with help from your group members.
- You will need to create a skit that illustrates responses for the following communication styles. Responses need to be realistic and appropriate for the class.
- Be sure to include the characteristics (facial expressions, body language, etc.) associated with each communication style (see your notes).



ASSERTIVE COMMUNICATION

Goals of Assertive Communication

- Mutual understanding
- Finding a solution, not winning
- Being kind and firm



ASSERTIVE COMMUNICATION

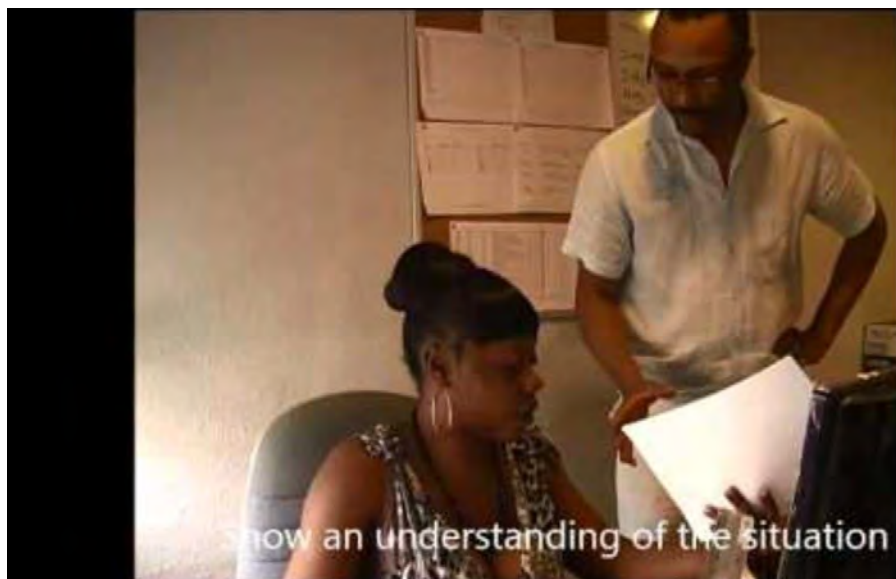
Benefits of Assertive Communication

- ✓ Gain self-confidence and self-esteem
- ✓ Understand and recognize your feelings
- ✓ Earn respect from others
- ✓ Improve communication
- ✓ Create positive relationships

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<https://youtu.be/H1AM6mJPj9Q?>

Assertiveness Scenarios in the workplace - How to be more assertive with tasks



14

ASSERTIVE COMMUNICATION

Strategies



- Using “I” Statements
- Adopting Assertive Body Language
- Being “Appropriately” Assertive
- Saying “No”
- Active Listening

ASSERTIVE COMMUNICATION

“I” Statements

× You didn't tell me how to do it.

✓ I didn't know it had to be done differently. Can you show me how to do it so I can get it right next time?

× You're wrong!

✓ I disagree; this is how I see it...

× You always blame me when things go wrong.

✓ I am not always to blame when things go wrong. Can we discuss what happened today?

ASSERTIVE COMMUNICATION

Assertive Body Language

× Slouched

✓ Upright posture; lean forward a bit

× Arms crossed

✓ Maintain a neutral or positive facial expression

× Appear distracted or disinterested

✓ Maintain regular eye contact

ASSERTIVE COMMUNICATION

Appropriate

Depends on:

- The context
- The situation

Unfamiliar Situation?

- Step back
- Observe and listen
- Ask
- Experiment

ASSERTIVE COMMUNICATION

Appropriate

Depends on:

- The situation
- The context
- The person
- The desired outcome

Questions to consider:

- What do I need? What do they need?
- Do we have a common goal?
- What would I like to achieve?
- How important is the relationship?

ASSERTIVE COMMUNICATION

Saying “No”

- Do you struggle to say “No” to people? Why?
- In what situations do you find it most difficult to say “No”?
- Can you share any strategies that have helped you to say “No”?

ASSERTIVE COMMUNICATION

Saying “No”

- ☑ Evaluate whether you have the desire and the ability to help
- ☑ Ask if priorities can be changed or trade-offs can be made
- ☑ Show a willing attitude: ask if there are small ways you can be helpful
- ☑ Practice saying “no” out loud.
- ☑ Manage expectations if you say “yes”
- ☒ Use a harsh or hesitant tone
- ☒ Hide the real reason you’re saying “no”
- ☒ Give excuses or too many justifications
- ☒ Send mixed signals by acting unsure to make the other person happy. Be honest and ensure your “no” is understood

ASSERTIVE COMMUNICATION

Saying “No”

Your supervisor asks you to work overtime this weekend. You usually say “yes,” but a family member is having surgery on Friday, and you want to be spend more time at home to help them out.

Well, umm, see I would, it’s just you always ask me and I worked overtime last weekend. Also, my sister is having back surgery on Friday, and her partner is away at the moment, so I, uhh, don’t think I can.



Thanks for asking, but I can’t, unfortunately. I have to take care of an important family matter this weekend. I can work overtime again from next weekend.

Saying "No"



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ASSERTIVE COMMUNICATION

Active Listening



Encourage

To convey interest

*Hmm, hmm
I understand*

Reflect

To show you understand how they feel

It must be frustrating for you when that happens.

Clarify

To help you understand

What is the difference between this function and that function?

Summarize

To review progress and move on

So, what you'd like me to do is ...

Restate

To check for accuracy

Do you mean...?

Validate

To acknowledge their feelings

Thank you for telling me how you feel.

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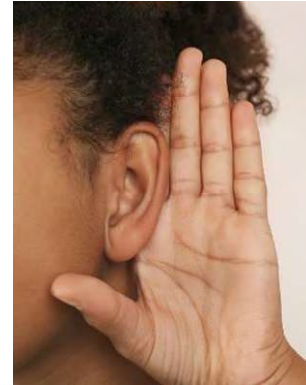
24

ASSERTIVE COMMUNICATION

Active Listening

Requires:

- Genuine curiosity and a willingness to understand
- Setting aside preconceived notions
- Resisting the urge to give advice or share your opinion
- Complete focus and attention



ASSERTIVE COMMUNICATION

Active Listening

Benefits:

- A better understanding of others' point of view
- Greater empathy
- Increased potential for finding common ground
- A more accurate understanding of the message
- Increased trust



How miscommunication happens (and how to avoid it)



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Homework: SAR story time! Expect these types of questions in an interview

1. Describe a misunderstanding that you had with a colleague and how you handled it.
2. Tell me about a complicated idea you had to explain to a colleague or customer.
How did you go about explaining it?
3. Tell me about a sensitive situation that required you to communicate tactfully with a colleague or customer.
4. Have you ever worked with someone you felt wasn't good at communicating? How did you handle it?
5. Give an example of a time when you had to communicate with someone who was angry or upset.



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28

Role Play Scenarios

Each person will receive one of the following scenarios to create a role play to perform with help from your group members. You will need to create a skit that illustrates responses for the following communication styles. Responses need to be realistic and appropriate for the class. Be sure to include the characteristics (facial expressions, body language, etc.) associated with each communication style (see your notes).

- Passive:
 - Aggressive:
 - Assertive:
1. Your boss asks you to stay late for the third time this week while all the other employees get to leave on time.
 2. You are waiting in line to check out at the store and someone jumps the line ahead of you.
 3. Someone at work is making inappropriate jokes that you find offensive.
 4. Your roommate/ partner constantly leaves his/her/their dirty dishes in the sink and on the counter making it difficult for you to prepare your meals.
 5. You are out to dinner with friends and after waiting a very long time for your food, the server tells you the order was never placed.
 6. A relative asks you for a significant amount of money to help cover their financial expenses. While you want to support them, you're uncertain about the impact on your own financial security and future plans.
 7. You are sharing an office with a colleague who continuously talks to you instead of working and it's keeping you from doing your job.
 8. Your neighbors are hosting a loud party late into the night, disrupting your peace and quiet. You're finding it difficult to sleep or relax due to the noise.
 9. A friend asks to borrow your car. Not only will this be an inconvenience to you but they don't have the best driving record.
 10. You're actively involved in several volunteer organizations, but recently, the demands on your time and energy have become overwhelming, leaving you feeling stretched thin and unable to meet all your commitments.

Peer Evaluations

Group Number/Members:

Passive Skit Verbal Response: Did it match the characteristics? Briefly explain.

Passive Skit Non-Verbal Response: Were non-verbal characteristics present and did they match the communication style? Briefly explain.

Positive Feedback Includes...	
One Improvement might be...	

Aggressive Skit Verbal Response: Did it match the characteristics? Briefly explain.

Aggressive Skit Non-Verbal Response: Were non-verbal characteristics present and did they match the communication style? Briefly explain.

Positive Feedback Includes...	
One Improvement might be...	

Assertive Skit Verbal Response: Did it match the characteristics? Briefly explain.

Assertive Skit Non-Verbal Response: Were non-verbal characteristics present and did they match the communication style? Briefly explain.

Positive Feedback Includes...	
One Improvement might be...	



Day 8



Learning Outputs

8.1 Preparing for Interviews:

- Understand how to prepare for different types of interviews (e.g., one-on-one, panel, virtual).
- Gain insights into strategies for successful interview preparation and common interview procedure.

8.2. My Interview Platform (MIP):

- Explore My Interview Platform, a virtual interviewing platform, familiarize themselves with the platform's features and functionality.
- Participants will be assigned an interview on the MIP platform to complete and receive feedback on interview responses to improve performance.

8.3 LinkedIn Profile Customization:

- Sign up for LinkedIn accounts if not already done.
- Connect with and follow fellow participants on LinkedIn.
- Work on LinkedIn Headline, profile URL, the work experience and education sections of their LinkedIn profiles, highlighting relevant information.

Skills for Success (SFS) - For details, go to *Curriculum Outcome Map* spreadsheet and choose "Day 8" tab.

- **Adaptability**
- **Collaboration**
- **Communication**
- Creativity and innovation
- **Digital**
- Numeracy
- **Problem solving**
- Reading
- Writing

LinkedIn



The screenshot shows a LinkedIn profile for Ibiyemi (IB-ee-yem-ee) Wong. The profile picture is a circular photo of a woman with dark hair wearing a blue medical uniform. To the right of the photo is a red graphic of a heart with a stethoscope around it, and the text "PSW FOR LIFE" in red. Below the photo, the name "Ibiyemi (IB-ee-yem-ee) Wong" is followed by "(She/Her) · 1st". Her title is "Registered Personal Support Worker | Advanced First Aid | Dementia and Palliative Care | Compassionate Long-Term Care Advocate". Her location is "Toronto, Ontario, Canada" and there is a "Contact info" link. To the right of the profile are two logos: "Parkland Retirement Living & Lifestyle Residences" and "George Brown College". A notification bell icon is in the top right corner of the profile view.

With WoodGreen Community Services



1

1

Agenda – Learning Outcomes

Upon completion, you will understand:

- What is LinkedIn and Why is it so important in today's labour market
- Customize Your LinkedIn URL
- Sending an invite to connect
- Top Card
- Ibiyemi (IB-ee-yem-ee) Wong's LinkedIn Profile to guide us through each step
- Become a LinkedIn Master Networker
- Job Search Buddies
- Need Extra Help - Watch a 30-minute video on Step-by-Step Guide to LinkedIn



2

2

What is LinkedIn?

- The world's largest professional network with 830 million members in more than 200 countries and territories worldwide
 - Over 19 million members in Canada
 - "Facebook" for business
- Mission: connect the world's professionals to make them more productive and successful
- **Job Opportunities:** Many employers and recruiters use LinkedIn as a primary tool for sourcing talent. Having a well-optimized profile increases the chances of being discovered by recruiters and getting job offers.
- **Professional Networking:** LinkedIn is a powerful platform for building and expanding a professional network. It allows us to connect with colleagues, peers, industry professionals, and potential employers.

3

Do Companies Really Look at Your LinkedIn?




Verification: A LinkedIn profile can serve as a digital representation of your professional background, including work history, education, and skills.

Professional Branding: Companies may review your profile to get a sense of your professional identity, expertise, and the value you could bring to their organization.

Background Research: Companies may conduct background research on candidates about your career trajectory, endorsements from colleagues, and any shared connections.

4


LinkedIn Stats



9 out of 10
Company recruiters use LinkedIn

So should you

2 Photo: where you make your first impression



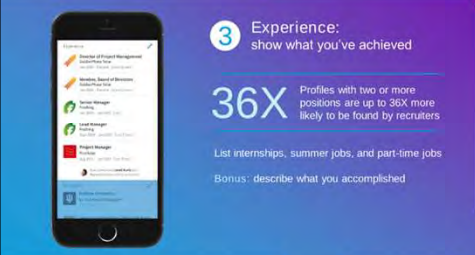
21X Profiles with photos get 21X more views on average

The shot should be:

- ✓ You alone
- ✓ From shoulders up, smiling
- ✓ With a neutral background

No fancy photographer needed

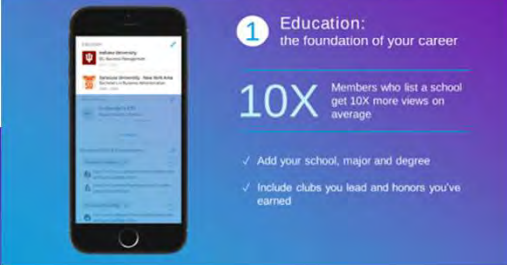
3 Experience: show what you've achieved



36X Profiles with two or more positions are up to 36X more likely to be found by recruiters

List internships, summer jobs, and part-time jobs
Bonus: describe what you accomplished


1 Education: the foundation of your career




10X Members who list a school get 10X more views on average

- ✓ Add your school, major and degree
- ✓ Include clubs you lead and honors you've earned

4 Volunteer Experience: it counts so include it




41% of hiring managers consider volunteer experience equally as valuable as paid work experience


5

5

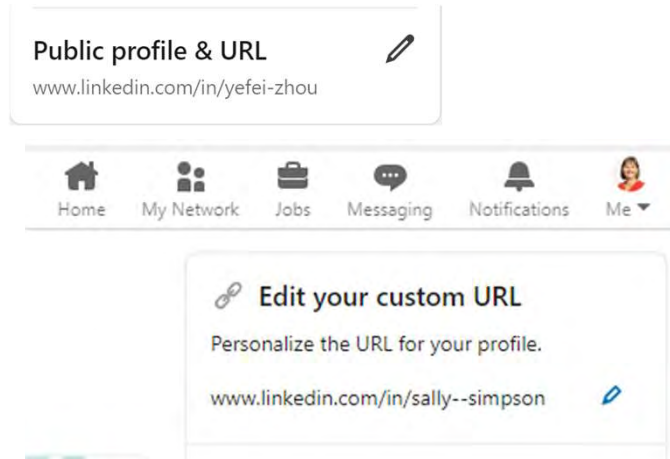
Why is LinkedIn so Important?

- Network strategically locally and internationally (essential to your career development)
- Build and maintain relationships
- Promote yourself to potential employers and colleagues
- Apply to job postings (we recommend apply directly on company's website)
- Research companies
- Share industry knowledge


6

6

Customize Your URL



- **/firstname-lastname**
- Include your LinkedIn url on your resume and email signature
- If you have a common name, put a double - - between first name and last name



7

7

Sending an Invite to Connect

- **PLEASE DO NOT SEND ME AN INVITE.....YET**
- LinkedIn will ban you from sending invites if 5 people say "I don't know this person"
- I need a volunteer to connect with me that isn't already on my LinkedIn network?
- First person to raise their hand will be my helper



8

8

Use SAR when sending an Invite to Connect

- Most effective way to connect with someone you do NOT know yet, is to write them a note with the invite to connect
- Using SAR will make it easier



Robin DiAngelo, Ph.D. (She/Her White) • 1st
Scholar • Bestselling Author • Keynote Speaker • Anti-Racism Workshop Facilitator

JAN 4



Sally (SAL-lee) Simpson (She/Her) • 6:20 PM

Hi Dr. DiAngelo, I have been wanting to send this note for some time. Your book, White Fragility was mind-changing for me. I refer to it regularly to help me examine my racism and talk to students about microaggressions in the workplace. Thank you so much for helping us learn. Kind Regards, Sally



Do you see SAR?



Robin DiAngelo, Ph.D. (She/Her White) • 6:21 PM

Hi Sally, Thank you so much! I am so heartened to know the impact my work has had on you. And thanks for the invitation to connect. I am new to using LinkedIn consistently, but am taking the opportunity to promote my new course to train facilitators of white affinity groups. Have a look at a short summary on my LinkedIn About page, or here's a link for more details: <https://www.robindiangelo.com/affinity-group-course/>
Best, Robin



Latest message

9

9

In-class activity - Invite to Connect

- **In-class activity:** Send an invite to connect with at least one classmate, use SAR to acknowledge them
- We recommend that you make it a goal to connect with everyone in this class. They can become a part of your network, your community



10

10

Top Card – Your Digital Business Card – 85% of people don't go past this part

- Digital Billboard
- Why am I on LinkedIn?
- What is my goal?
- Who is my target audience?



www.linkedin.com/in/ibiyemi-wong/



Top Card – Using AIDA

Attracts Algorithm & Human

Attention / Interest

EDI: Phonetics / Pronouns

Desire: How I help you. Your 3 Top Skills



Do your photos represent your industry?

Call to Action: Connect with me

EDI: [Use the function to record your name](#)



Your Headline – In-Class Activity

- **In groups of 3:** Discuss your Top 3 Skills, how you help people in your role
- Are you stuck? Think about the 13 key skills
- What is your Career Goal?
- 3 minutes each share
- Now update your headline, don't worry no one is going to see your changes.
- Tip: Copy and Paste directly from Ibiyemi for the vertical lines



13

13

About Section

- Make sure your opening statement speaks to your skills noted in headline
- Short & Sweet SAR stories
- Most of what you wrote in your cover letter can be recycled here
- Also, look at your summary of qualifications, can you recycle anything from there?
- Write in first person. You're having a conversation directly with the reader: "I did this....."
- Tag your skills – LinkedIn is all about algorithms



About

Do you want your Personal Support Worker (PSW) to explicitly understand how to support and relate with clients that live with dementia? Are you seeking a PSW that is trained to provide palliative care? Do you want your PSW to embrace the philosophy of gentle care with both clients and family members? Do you want your PSW to love their career? I am that professional.

I believe that Personal Support Work is care that is necessary for life. Simply put: I like people and I consider it an honour to support our elderly.

Some key qualifications I bring to this role include:

· Education: George Brown College's Personal Support Worker Diploma, Canadian Red Cross Advanced First Aid Certificate and currently enrolled in an Anti-racism Certificate program

· Experience: An 8-year investment working as a Personal Support Worker in both a long-term care facility, focused on client's living with dementia and as a live-in providing palliative care for end-of-life clients

· Specialized Training: Trained in person-centered care, infection prevention, oxygen administration, gentle persuasive approach, using a stethoscope, ambulation, operating lifts and assistive devices

· Teamwork: As a part of a 10-member PSW team, supported a RPN and a Wellness Manager at Parkland and worked with a 50-member team at Betting Gaming and Lotteries Commission

I am the ideal candidate for the Personal Support Worker position. My skills, education, training, and work experience will be a valuable addition to your team.

Expertise: Registered PSW, Advanced First Aid, Palliative and Dementia Care, Stethoscope, Teamwork, Gentle Persuasive Approach, Ambulation, Operating Lifts and Assistive Device

Thank you for the opportunity to share a little about myself and I look forward to an invitation to meet.

Wishing you a great day!

Top skills

Palliative Care • Dementia Care • Stethoscope • Teamwork • Communication

14

Updating LinkedIn Content

Adding new content (e.g. work/ education/ skills)
Item with * is mandatory



Editing existing content

Add experience ✕

Title*
Ex: Retail Sales Manager

Employment type
Please select

Learn more about [employment types](#).

Company name*
Ex: Microsoft

Location
Ex: London, United Kingdom

Location type
Please select

Pick a location type (ex: remote)

I am currently working in this role

Start date*
Month Year

[Save](#)



15

15

Experience

- Recycled from resume
- Add media, say something about it
- Add skills
- 2nd most visited section
- SAR stories make you come to life
- Be sure to weave your skills into your stories

Experience



Personal Support Worker (PSW)

Parkland Retirement Living & Lifestyle Residences · Permanent Full-time
Jan 2021 - Present · 2 yrs 10 mos
Toronto, Ontario, Canada · On-site

· **Senior Care:** Hands-on experience in person-centered care, such as ambulation, lifting devices, infection prevention, dressing, using a stethoscope, mouth care, oxygen administration, personal hygiene, mobility, toileting, eating, meal preparation, and daily living routines

· **Teamwork:** Contributed critical information to the RPN's and Wellness Managers to ensure client needs were met

· **Adaptable / Initiative:** Drawing from EDI training and utilizing gentle persuasion, assisted an upset client, that did not speak English, living with dementia who was refusing care. Through observing non-verbal cues and gentle coaching calmed client down and assisted her with bathing and dressing

· **Creativity:** Created and facilitated social activities that promoted emotional and cognitive development

Skills: Personal Support Worker · Dementia Care · Gentle Persuasive Approach · Diversity, Equity, Inclusion and Belonging (DEIB) · Operating Lifts · Assistive Devices · Yardi Software · Plan of Care · Teamwork · Communication · Stethoscope



Anne Basting: How to meaningfully reconnect with those who have dementia

Helping families reconnect with loved ones who have dementia makes my heart sing.



16

16

Education

- Add all post-secondary
- No experience yet => talk about projects that highlight skills
- Add courses that showcase skills
- Only post-sec, unless high school is your highest level

← Education

George Brown College
 Personal Support Worker Diploma
 2015
 Grade: Graduated with Honours, High Distinction

George Brown College
 Accounting and Bookkeeping Certificate
 2013

The University of the West Indies
 Supervisory Management Certificate
 1991
 Validated by World Education Services (WES)

Duffs Business College
 Accounting and Management Diploma
 1990
 Validated by World Education Services (WES)



17

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Volunteering – 1 out of 4 Hiring Managers rank volunteer work equal to paid work

- Treat like work
- It's all about transferable skills/ knowledge
- Demonstrate commitment to community
- Gain local/ Canadian experience

Volunteering

Community Service Volunteer
 WoodGreen Community Services
 Nov 2004 - Present - 19 yrs
 Social Services
 · Communication / Organization: Supporting senior clients to enable independent living

Event Staff Volunteer
 Canadian Breast Cancer Foundation
 Sep 2001 - Dec 2010 - 9 yrs 4 mos
 Health
 · Logistics: Providing event logistical support for fundraisers and marathons



18

18

Licenses & Certifications – Pull from Professional Development & Training Section in Resume

- Demonstrates that you are a continuous learner
- Committed to your profession

Yardi Software Courses
Yardi Systems
Issued Sep 2021

Microsoft Office Suite
LinkedIn Learning
Issued May 2021

Anti-racism Courses
LinkedIn Learning
Issued Jan 2021
Skills: Diversity, Equity, Inclusion and Belonging (DEIB)

Class G Driver's License
Ontario Ministry of Transportation/ Ministère des Transports de l'Ontario
Issued May 2010

← Licenses & certifications

Advanced First Aid & CPR Certificate
Canadian Red Cross
Issued Jul 2023

Stethoscope Training
3M
Issued Jun 2023

Food Handler Certificate
Canadian Institute of Food Safety
Issued Apr 2022

Gentle Persuasive Approach Certificate
Humber College
Issued Mar 2022



19

19

Skills – Show me the MONEY!!

- LinkedIn allows up to 50 skills
- Focus on the career skills
- Connect skills with Education & Work Exp.
- Pin the TOP skills

← Skills

All Industry Knowledge Tools & Technologies Interpersonal Skills

Personal Support Worker

2 experiences at Parkland Retirement Living & Lifestyle Residences

1 endorsement

✓ Endorsed

Dementia Care

Personal Support Worker (PSW) at Parkland Retirement Living & Lifestyle Residences

Endorsed by 1 people in the last 6 months

1 endorsement

✓ Endorsed

Palliative Care

Personal Support Worker / Live In at Buchan Bird Attendant Service

Endorsed by 1 people in the last 6 months

1 endorsement

✓ Endorsed

Gentle Persuasive Approach

Personal Support Worker (PSW) at Parkland Retirement Living & Lifestyle Residences



20

20

Show Your Interests

- When you follow, anything they post will appear



← Interests

Companies Schools

George Brown College
220,685 followers
✓ Following

The University of the West Indies
92,354 followers
✓ Following

William Osler Health System
37,165 followers
✓ Following

Chartwell Retirement Residences
29,781 followers
✓ Following

Parkland Retirement Living & Lifestyle Residences
1,110 followers
✓ Following

21

21

Become a Master Networker – Post Once a Week

- Help others + Serve Network + Manage Relationships = Building Bridges / Opportunities
- This is where you demonstrate your commitment to your industry & help your network
- Saying why this article is important to you, starts conversations
- Use hashtags # for more circulation
- More likes, comments, shares, the more post is circulated
- Help your network by liking their posts
- Great way to meet someone: Like their post and then send invite to connect with note thanking them & note why you liked it



Activity

1 Followers

✓ Following

Ibiyemi (IB-ee-yem-ee) Wong posted this • 4d

I imagine working and one day living in a Dementia Village #longtermcare #PSW #dementia #personalsupportwork



Yvonne van Amerongen: The "dementia village" that's redefining elder care
www.ted.com



Ibiyemi (IB-ee-yem-ee) Wong posted this • 5d

This is long overdue! #PSW #Personalsupportwork #longtermcare <https://lnkd.in/dDETQGky>



Ontario ombudsman urges stronger enforcement of LTC rules
globalnews.ca • 2 min read



Ibiyemi (IB-ee-yem-ee) Wong posted this • 6d

Personal Support Work is more than just a job for me. when I show up for work my training and commitment brings years of experience of care that is necessary for life. #PSW #longtermcare <https://lnkd.in/dHgmJKPH>.



'Care that is necessary for life': Personal support workers need full-time, regulated work, experts say | CB...
cbc.ca • 5 min read



22

22

Job Search Buddies

- Team up with at least 3 classmates, best if looking for same role
- Share, like and comment on each other's posts
- Endorse your buddy's skills
- Give Recommendations



Recommendations – Best Way to Get One is to Give One – USE SAR



Devika Shiwshankar - 1st

Graphic Designer

December 13, 2019, Sally (SAL-lee) worked with Devika but on different teams

From your 1st-degree connections

- Classmates
- Co-workers (past & present)
- Bosses (past & present)

I have known Devika since her first semester of her Business Administration course at Mohawk College. We first met when I was her instructor in Business Success Strategies. Starting in that first class, Devika demonstrated role modeling, leadership qualities and a commitment to collaboration.

Devika was especially helpful in acting as a role model for other students in-class. For example, without being asked, Devika identified students that were struggling, she took the time to carefully explain the instructions. With ease and grace, Devika's assistance made it possible to run a successful program for a widely diverse group. I very much appreciated the collaboration and the students were able to achieve their goals.

In addition to helping in the classroom, Devika also volunteered to be a guest speaker for future classes to share her personal journey of how to be successful at college and how to learn from your mistakes. I look forward to her returning in the near future, the students loved her authentic and insightful story.

Furthermore, Devika is always ready to try new things, challenge herself and always accepts feedback in a positive and productive manner.

Devika is an ideal role model on how to be a leader, a solution-focused team player and how to contribute to community.

I highly recommend Devika, the organization that is fortunate to have her on their team will be very happy indeed.

Do you see SAR?

WHEN TO POST? impacted by WFH

- Tuesday / Thursday / Saturday
- Mornings 8:00-10:00h
- Local time of your target audience

Based on the engagement of your test group 2 hours after publishing, LinkedIn will devalue or boost your post

INTERACTION is KEY

- Getting people to click the **SEE MORE** button is more powerful for engagement than a 'Like'

MY TAKEAWAYS FROM THE LINKEDIN ALGORITHM REPORT

by Richard van der Blom & Just Connecting

Sweet spot for number of hashtags: **# 3-5 #**

- Create a personal hashtag

If you are actively engaging with your connections' content, you will experience more engagement on your posts!

... does **NOT** increase the reach / engagement of content

CREATOR MODE

- causes you to receive **3x** less invitations to connect
- ... shifts your reach to the number of your followers
- ... increases your reach by **+15%** if your content contains the hashtag you highlighted on your profile

Aim for **1200-2000** characters per post

Maximize **DWEELL TIME** by keeping people on your post for as long as possible (slide decks, video, lens text posts...)

IMPACT of commenting (5+ words):

- +8% reach for content creator
- +6% reach in person that commented

A COMMENT is **8 times** more powerful than a "Like" and **7 times** more powerful if the comment is given within the first **2 hours**.

Commenting first on your own post will result in **+45%** to **-20%** reach in your test group!

Drawn by Katrin Wietek
IG: katrin.kristin

<https://youtu.be/X3OzK2w8kUs>

Need Extra Help? LinkedIn for Beginners by Professor Heather Austin

NEW TUTORIAL

in

WOODGREEN



How Did We Do?

- What is LinkedIn and Why is it so important in today's labour market
- Customize Your LinkedIn URL
- Sending an invite to connect
- Top Card
- Ibiyemi (IB-ee-yem-ee) Wong's LinkedIn Profile to guide us through each step
- Become a LinkedIn Master Networker
- Job Search Buddies
- Need Extra Help - Watch a 30-minute video on Step-by-Step Guide to LinkedIn

I AM A DIFFERENCE MAKER



Preparing for Your Interview

WoodGreen Community Services

WoodGreen Community Services

1

1

Interviews

Agenda



Agenda

- Purpose
- Types of Interviews
- Preparation
- Common Questions
- After the Interview
- My Interview Practice*

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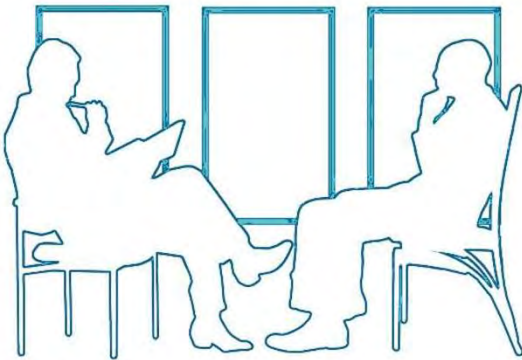
2



- Exchange of information
- Determine fit for each other
- Explain your resume
- Demonstrate you have skills & experience to do the job
- Show you are a fit with a positive first impression

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- Phone screening
- Group interviews
- In-person one-on-one interviews
- Remote interviews

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Duration: often range from 15 to 30 mins

Key Elements:

- **Basic Qualifications:** The interviewer may ask about your work experience, education, and relevant skills to ensure that you meet the minimum requirements for the position.
- **Interest and Fit:** The interviewer may assess your interest in the role and evaluate if your values align with the company culture.
- **Availability:** Questions about your availability for interviews and start date may be discussed.
- **Salary Expectations:** In some cases, the interviewer might inquire about your salary expectations.

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Before the call...

- Provide a phone number you most likely can be reached on the resume.
- Record a professional voicemail message to clearly identify yourself.
- Ask for clarification about who will be initiating the call, what's their phone number, and when.



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Preparation:

- Spread your resume and job posting in front of you
- Be ready to discuss your resume, highlighting key experiences and achievements.
- Research the company and be prepared to explain why you are interested in the position.
- Prepare questions to ask the interviewer about the company, team, and role.
- Be ready to take notes

Location:

- Conduct the phone screening in a quiet and distraction-free environment. This ensures that you can focus on the conversation without interruptions.

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**During the call...**

- Stand up to boost your confidence.
- Smile to sound upbeat and welcoming.
- Speak clearly. Should be slower than face-to-face.
- Pay attention to your tone of voice. Be enthusiastic.
- Address the interviewer by name.

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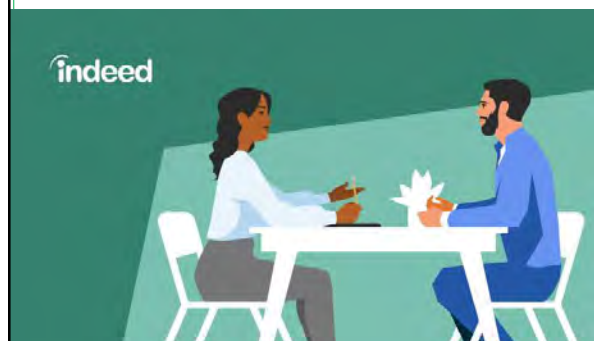
8

During the call...

- Determine reactions by asking questions such as:
 - “Did I answer your question adequately?”
 - “Would you like more details?”
 - “I also ... Would you like me to tell you about that?”

At the end of the call...

- Thank the interviewer, tell them how interested you are in the position/ company
- Ask what the next steps in the process are
 - Follow-up interview (e.g. the structure, the length and the interviewers’ names).



- Allow for a direct and focused interaction between the candidate and the interviewer.
- More in-depth discussion as there is more time to delve into specific aspects of your background, skills, and experiences.
- Quicker decision-making as it involves feedback from a single interviewer.

Interviews

Panel Interviews



- ❑ Involve multiple interviewers, usually representing different departments or roles within the organization.
 - e.g. hiring manager, HR, colleague
- ❑ Expect a variety of questions from different panel members, covering technical aspects, interpersonal skills, and other job-related competencies.
- ❑ Maintain eye contact, demonstrate active listening, and engage with **all** interviewers.



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Interviews

Types of Interviews: Group Interviews

**Group interviews**

- Used to evaluate candidates' interpersonal skills, teamwork, leadership qualities, communication abilities, and how they handle group dynamics.
- May involve a mix of individual and group activities. Candidates may be asked to collaborate on tasks, discuss a topic, or solve a problem together.

- Be an active participant and listen attentively to others
- Common for Retail, Sales, Hospitality, and other jobs involving fast-paced work

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How to Ace Your Group Interview



<https://youtu.be/eLxA6hPaStw>



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Interviews

Types of Interviews:




Weeks/Days before the interview...

- Research the industry, the company, the job
- Review the job description and your resume
- Think about how your strengths, skills, experience align with the requirements -> **employer needs chart**
- Think of ways to demonstrate these strengths, e.g. stories and examples -> **SAR stories**
- Research common interview questions and practice responses
- Prepare questions to ask the interviewer




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Interviews
Preparation: In-person



One day before the interview...

- Confirm time and who you will be meeting
- Confirm the interview address, travel directions
- Plan your route. Plan to arrive 15 min. early.
- Plan what you will wear

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Interviews
Types of Interviews: In-person


On the day of the interview...

<ul style="list-style-type: none"> <input type="checkbox"/> What to Bring: <input checked="" type="checkbox"/> Copies of your resume <input checked="" type="checkbox"/> Questions to ask interviewer <input checked="" type="checkbox"/> Notebook, pen <input type="checkbox"/> Do: <input checked="" type="checkbox"/> Remain professional throughout the interview. <input checked="" type="checkbox"/> Be clear and concise when answering questions. 	<ul style="list-style-type: none"> <input type="checkbox"/> What NOT to Bring: <input checked="" type="checkbox"/> Family/Friends <input checked="" type="checkbox"/> Food, Drinks <input checked="" type="checkbox"/> Phone calls; phone should be switched off/ muted <input type="checkbox"/> Don't: <input checked="" type="checkbox"/> Overshare personal information or become over-familiar with the interviewer. <input checked="" type="checkbox"/> Don't ramble.
--	---

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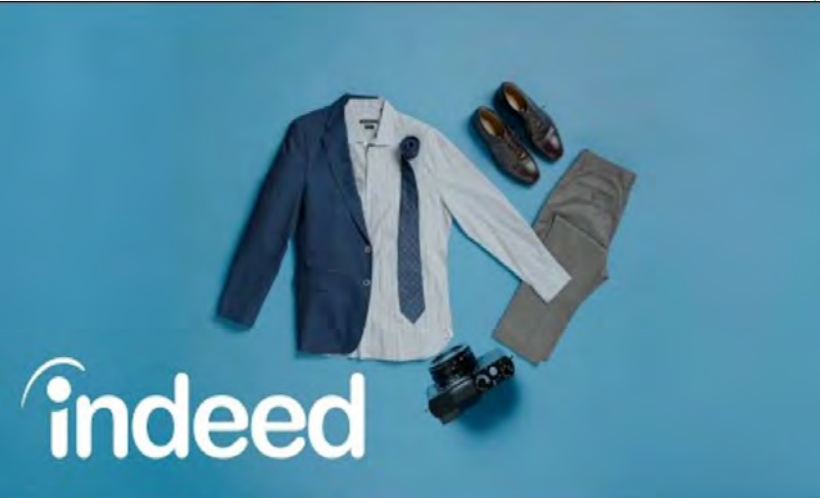
Interviews | Types of Interviews: In-person

WOODGREEN
<https://youtu.be/muwkauOZjEI>

What to Wear?

First impressions matter!


- Dress professionally
- Dress a notch above what you would wear to work in that role
- [Need Free Interview Clothes?](#) => New Circle



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Interviews | Types of Interviews: Remote Interviews

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All preparation tips apply to remote interviews too!
Including:

- What to bring/not bring
- What to wear
- What to research

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How to Ace Your Video Interview



*The use of headphone depends on the room/ device


<https://youtu.be/rQwanxQmFnc>




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Interviews

Types of Interviews: Chat bots and Pre-recorded Video Interviews





- Interacting with a computer program or AI-driven chat bot instead of a human interviewer.
- Candidates receive a set of questions, and they record their responses using a designated platform within a specified timeframe.

=> **My Interview Practice (MIP)**

- Be mindful of your facial expressions, intonation, word choice and body language
- Be clear and concise in your responses
- Check your technology beforehand
- Read the instructions carefully

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Interviews

The Questions

General Points

- Pause and think before answering
- If the question is unclear, ask for clarification
- Be positive, avoid negativity
- Focus on what you can offer them
 - Usually avoid talking about wages, salary, benefits until you have a job offer

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SARR Formula

3-4 lines max in resume/cover letter
2-3 min narrative in interview

Situation 10%	Action 82%	Result 6%	Relevance <i>Only in interview</i> 2%
What happened / the problem / the opportunity Setting up the story / providing context	What skills required to solve / Be specific / name the skill used to fix Connect to job posting How did you fix it / the solution Best if you can use actual examples Must provide evidence of skills Remember the 13 key skills	The outcome / success Quantitative is best, measure it: \$, #, % or time Qualitative: what learned / my manager, team member, customer said....	Link back to the job Verbalize the connection for the audience <i>I will be able to use my 1,2,3 skills in this role</i>

Add the final R in the interview only

Have a SAR story prepared for every **GREEN** Skill on the job posting

No laundry list – provide concrete examples

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SAR Story - Checkpoint



- Pull out that job posting. Are all the skills highlighted green or yellow? Don't skip this important step
- Do you have a SAR story written and practiced saying SARR for every single GREEN skill on the job posting?
- Write out the story first and then practice saying it so many times you don't need to memorize it

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SAR Story - Checkpoint



- Do you have a SAR story written out for every yellow skill and practice saying the SARR for every yellow skill on the job posting?
- For yellow skills you must have a SAR story prepared for how you are learning the skill....we all start somewhere, you're demonstrating that you reflect, create an action plan and then follow through

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Tell me about yourself


- Focus on the professional (training, skills and experience)
- Add the personal only if it relates to your training, skills and experience
- Choose to highlight that which pertains to the job description
- Show some passion for what you do: what values motivate you?

Consider:

- Structuring your highlights with E-E-S (Education, Experience, Skills/Values)
- Telling your chronological story showing career or skill progression
- Practice your answer before the interview and time yourself
- Ensure your answer is between one and two minutes long

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- 
- Tell us about yourself. This is probably going to be the first question asked, if not the first, then the second guaranteed
 - 2-minute answer
 - Best way to answer this question is to say...

Thank you for the opportunity to interview at (name of company) for the (name of job title) position. One of the reasons this job caught my eye was because you are looking for someone that has 1, 2 & 3 (your top 3 green skills that they need). I have a diploma in __, and x number of years doing 2, and I was trained in 3.

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I AM A DIFFERENCE MAKER



Script

Thank you for the opportunity to interview at (name of company)

for the (name of job title) position.

In-class practice

- Do you want to stand in front of the class?
- Perfect time to practice public speaking

One of the reasons this job caught my eye was because you are looking for someone that has 1, 2 & 3 (your top 3 green skills that they need).

I have a diploma in __, and x number of years doing 2, and I was trained in 3.

Briefly (very briefly) explain a little about the 3 skills. You'll get more opportunities to expand more later.

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Interviews

Common Questions



- Why are you a good fit for this job?
- Why should we hire you?
- Why do you want this job?

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Interviews
Common Questions


Sample Job Posting: Security Guard (Healthcare Screener)


JOB SUMMARY
 You will be posted at various access points of a prominent healthcare facility located in the GTA and will be responsible for the proper verbal assessment of a visitor to grant or deny them entry past the access control points. You will be responsible for the strict enforcement of and compliance with the Health Care Facility’s visitor access policy.

DUTIES & RESPONSIBILITIES:

- Assess and screen all persons wishing to enter the healthcare facility as per the visitor policy
- Adhere to policy and procedures related to wearing Personal Protective Equipment (PPE) and sanitation
- Ensure all persons entering the facility follow proper precautionary measures and wear protective apparel
- Exercise tact and empathy if there is an issue with a visitor’s request for access

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Interviews
Common Questions


Sample Job Posting: Security Guard (Healthcare Screener)

QUALIFICATIONS:

- Demonstrated strong communication, customer service and interpersonal skills
- Availability to work a variety of shifts (evenings, overnights) that require extended periods of standing
- Willingness to wear protective apparel for duration of shift (face mask, gloves, gowns)
- Problem solving and decision-making skills
- Sound judgment and conflict management skills
- Reliability and punctuality
- Ability to work co-operatively with a variety of people in a team environment

Adhering to rules, policies, procedures


Customer Service Skills: Communication, etc.

Teamwork & Interpersonal Skills

Punctual & Reliable

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Interviews
Common Questions


- Why are you a good fit for this job?
- Why should we hire you?
- Why do you want this job?

Employer Needs	My Strengths, Skills, Experience, Knowledge	Proof / Story - SAR
Adhere to policy and procedures related to wearing PPE and sanitization	<u>Experience</u> in following safety protocols and procedures	When I worked as a ..., I had to ..., so as a screener I'll be able to...
Strong customer service skills	<u>Knowledge</u> of conflict management techniques; Communication <u>skills</u> : 3 languages	When I volunteered at ... I learned/developed ..., so as a screener I'll be able to ...
Available to work varying schedule	Flexible, Dependable	When I worked at ..., I was commended for..., so I'll be able to...

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Interviews
Common Questions


- Why are you a good fit for this job?
- Why should we hire you?
- Why do you want this job?

*Well, for a screener it is very important to **follow health and safety protocols**, and I have experience in that. When I worked as a Personal Support Worker, I had to wear PPE and screen myself and my clients every day. I also have **good customer service skills**. I learned how to manage upset clients when I worked in retail. Finally, I am **flexible and dependable**, so I will be able to work different shifts. In fact, in my previous position, my manager commended me for being someone they could always rely on to get the job done.*

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Do you have any questions?

- Prepare a list of 2-3 questions before the interview to ask the interviewer
- Use this time wisely; it is yours!
- Avoid asking anything that can be found on the website or from a little research
- Ask the interviewer about the decision-making process and timing
- Ask questions which indicate your knowledge and interest working for that company

What question might you ask?

Position-specific questions:

- *What is the most common reason why people contact the call center: queries or complaints or service requests?*
- *How many people usually attend a workshop?*
- *Once restrictions have been lifted, which location will I be working from?*


Other questions:

- *What training programs/opportunities are available to employees?*
- *Are there any concerns about me that I could clear up?*

Questions about the timeline:

- *What are the next steps in the hiring process?*
 - *When can I expect to hear from you?*
-

Interviews | Close it!



Express interest in the job


Sample

- *It was nice to meet you, Ms. Afta. This sounds like a great company to be a part of. I am confident I would do well in this position.*
- *Thank you for meeting with me today, Mr. Park. I would love to be a part of such a ... team/organization.*

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Interviews | After the interview



Email a thank you message within 24 hours of the interview

- Consider including what you are doing to better prepare yourself for the job
- Contact the hiring manager/recruiter if you haven't heard back from them in the time they specified

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Interviews

Thank You Note/ Email



Subject Line: Thank You

Dear [Name],

Thank you very much for meeting with me today. It was a pleasure to learn more about the [position] role, and I'm very excited about the opportunity to join [company name] and [do what].

I look forward to hearing from you about next steps. Please let me know you need any additional information.

Regards,
[Name]

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References



Get **4 Professional References** Selected, Confirmed and Ready to Submit if asked


Ideal References: Managers, Volunteer Supervisor, co-workers, customers, suppliers, professors, classmates


Each reference must provide: Name, telephone, email, former relationship, where they currently work, company address

You provide the reference with: The job posting, your resume and you say to them, "to help jog your memory of some of my contributions while we worked together here are 3 examples (SAR) stories for your reference. Help them help you"

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InterviewsUnsuccessful?



- Acknowledge your disappointment.
- Reflect positively - what did you learn from it?
How will you do it differently in future?
- Seek feedback from employer
- Move on!

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InterviewsUnsuccessful? Asking for Feedback

Dear [name],

Thank you for the update. I enjoyed meeting you, and I valued the opportunity to learn more about [company]. If possible, I'd love some feedback about my interview skills and qualifications. I'm always looking for ways to improve, and I would appreciate your insight.

Thanks again for the opportunity. If another role with a better fit opens up, please don't hesitate to contact me.

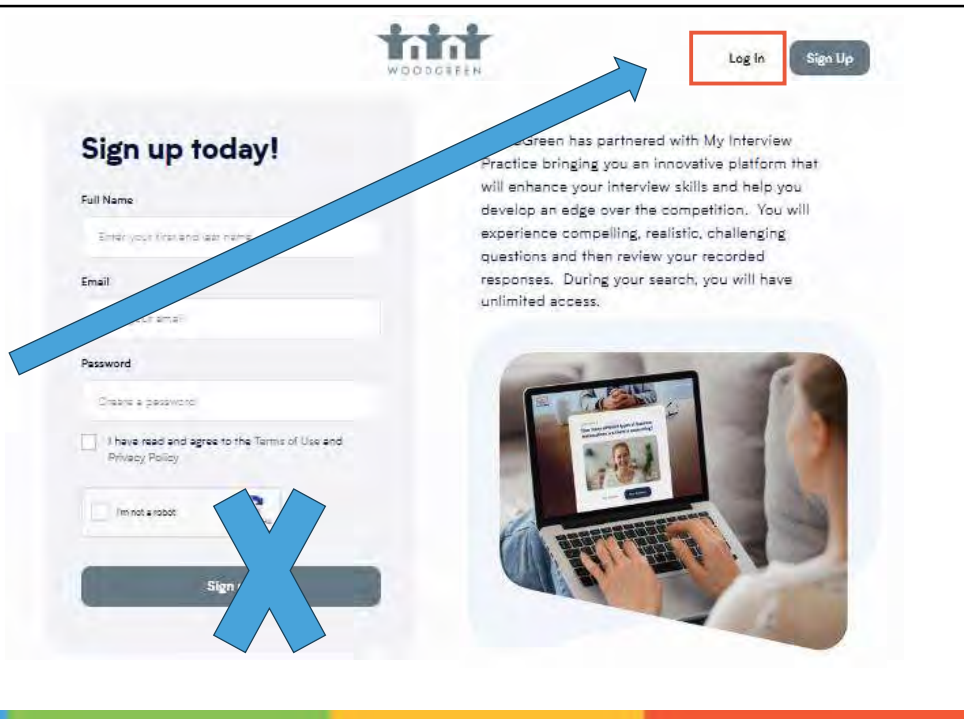
Regards,
[Your name]

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MY INTERVIEW PRACTICE

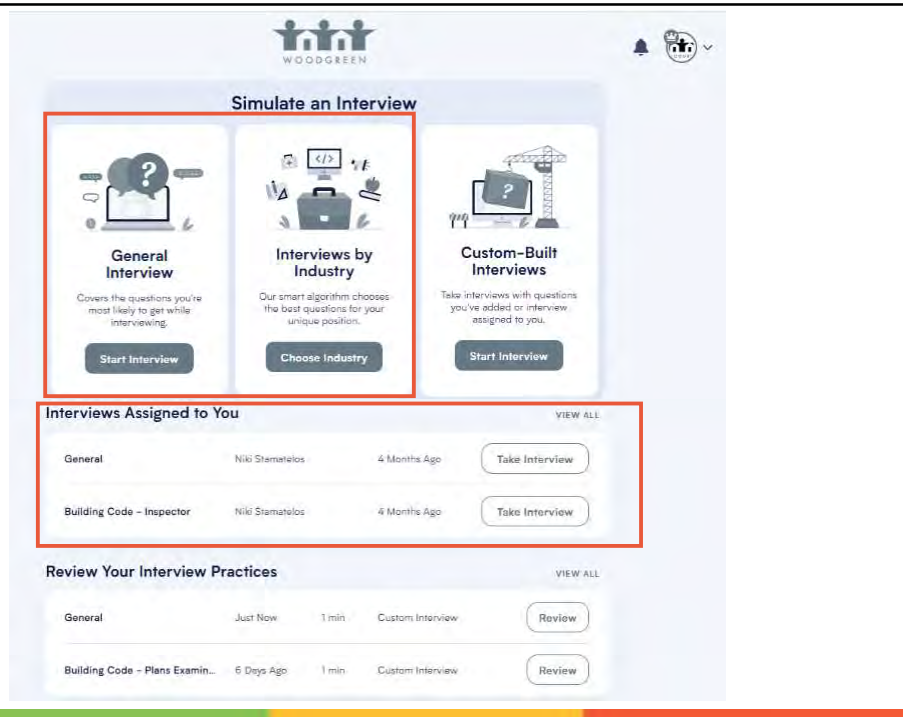
Google Chrome
->
Myinterviewpractice.com/
organization/woodgreen/
Login with the credential
emailed to you by Yefei,
don't sign up





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MY INTERVIEW PRACTICE

General Interview:
common questions
Interviews by Industry:
more technical questions



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We use your computer's camera to help you prepare.

Recording yourself is proven to be one of the best ways to practice for an interview.

[Get Started With Video](#)

Your recordings are always private and will only be seen by people you send them to.

[I Don't Want to Use Video](#)

STEP 2 of 3

Experience & Duration

What experience level are you interviewing for?

Entry Level Mid-Level Management

How long do you want your interview to be?

20 Mins 30 Mins 40 Mins 50 Mins


[Next](#)

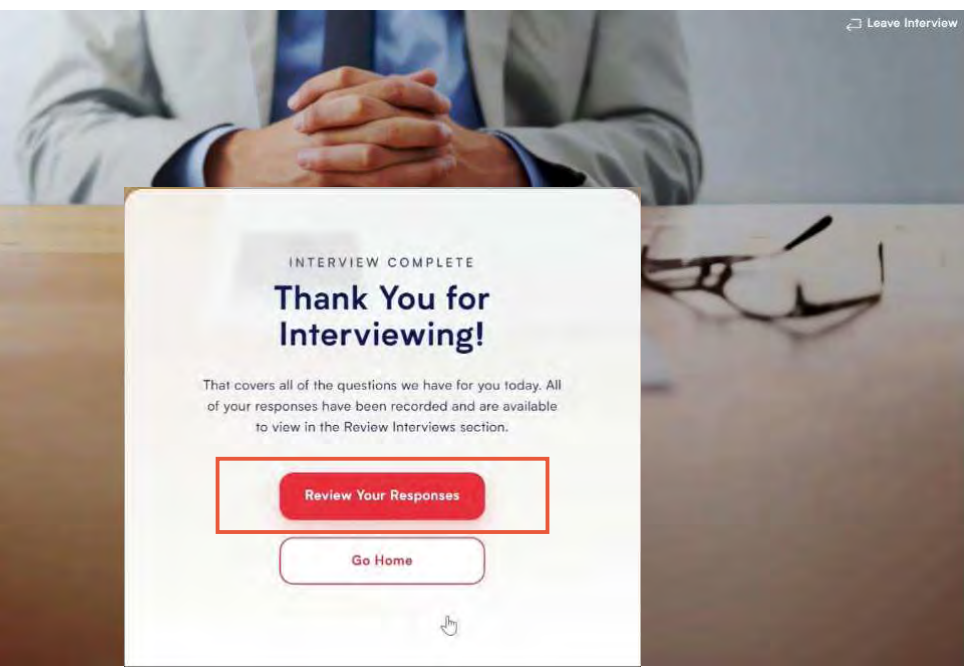
You can practice with or without the camera on.

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MY INTERVIEW PRACTICE: How It Works

You can review your responses **after** completing the mock interview.





[Leave Interview](#)

INTERVIEW COMPLETE

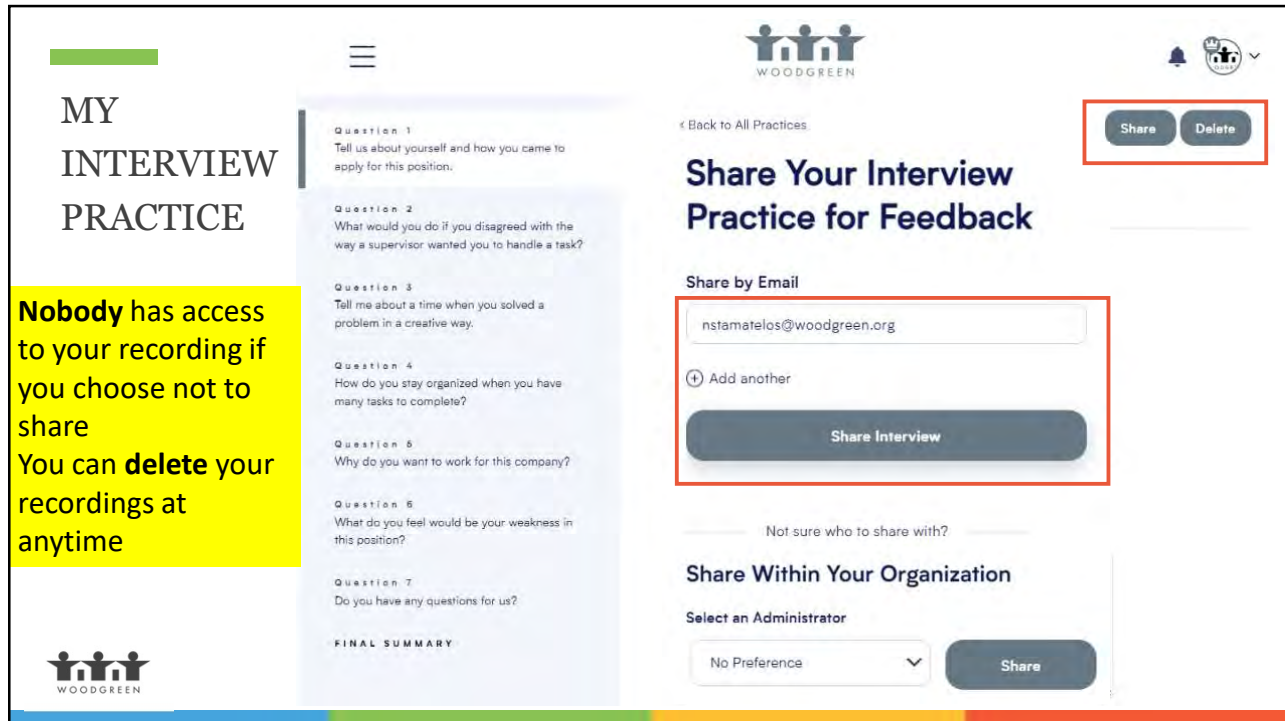
Thank You for Interviewing!

That covers all of the questions we have for you today. All of your responses have been recorded and are available to view in the Review Interviews section.

[Review Your Responses](#)

[Go Home](#)

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MY INTERVIEW PRACTICE

Question 1
Tell us about yourself and how you came to apply for this position.

Question 2
What would you do if you disagreed with the way a supervisor wanted you to handle a task?

Question 3
Tell me about a time when you solved a problem in a creative way.

Question 4
How do you stay organized when you have many tasks to complete?

Question 5
Why do you want to work for this company?

Question 6
What do you feel would be your weakness in this position?

Question 7
Do you have any questions for us?

FINAL SUMMARY

Share Your Interview Practice for Feedback

◀ Back to All Practices.

Share Delete

Share by Email

nstamatelos@woodgreen.org

+ Add another

Share Interview

Not sure who to share with?

Share Within Your Organization

Select an Administrator

No Preference Share

Annotation: Nobody has access to your recording if you choose not to share. You can delete your recordings at anytime.

Questions to Ask in a Job Interview

1. What skills, experiences and fit would make an ideal candidate?
2. What is the single largest problem facing your organizational goal in relation to this particular department and would I be in a position to help you solve this problem?
3. What have you enjoyed most about working here?
4. A few months from the start date, what constitutes success in this position? How would it be measured?
5. What is your expectation of the successful candidate after the first year?
6. Do you have any hesitations about my qualifications? Or is there anything you would like me to expand upon further?
7. Can you tell me about the team I'll be working with? How many? Team stage i.e. veterans, new.
8. Can you tell me a little about the team culture?
9. What can you tell me about your new service/products or plans for growth?
10. Can you share a little about the leadership style?
11. What is the next step in the process?

DO NOT read from this list in the actual interview.

Be careful NOT to ask a question that you have already been told about during the interview. Therefore, always have a few extra questions mentally stored in your back pocket if this happens.



Dear Martha,

Thank you for taking the time to meet with me today about the Sales Analyst Co-op position. It was a pleasure meeting with you, and I truly enjoyed learning more about Kondrad.

I was especially inspired when you shared that even though you recently joined Kondrad, the company allows you to take initiatives and make an impact. After our conversation, I am confident that my skills and experiences are a great match for this opportunity. As we discussed, I believe my key skills that I can bring to the Sales Analyst Co-op role include:

1. Relationship building skills which will enable me to effectively engage in strategic business and technical conversations with key stakeholders at all levels.
2. Excellent organizational skills, which allows me to maintain my time efficiently and will be very valuable while working in a dynamic work environment like Kondrad.
3. And finally, I have been researching a lot about NetSuite and my ability to learn quickly will allow me to grasp NetSuite complexities and integrations permitting me to be a full contributor to the team in a short period of time.

I am very enthusiastic about the possibility of joining the Kondrad team and would greatly appreciate a follow-up as you move forward with the hiring process.

If you need any further information, please do not hesitate to contact me.

Thanks again, and I hope to hear from you soon.

Sincerely,
Sally Smith
416-999-9999



Day 9



Learning Outputs

9.1 Answer Behavioral and Situational Interview Questions with SAR Method:

- Analyze a job posting to predict potential behavioral questions that may arise during interviews.
- Practice answering behavioral and situational questions using the SAR method (Situation, Action, Result).
- Understand how to prepare and formulate responses based on job requirements.

9.2 Address Difficult Interview Question:

- Practice answering the common interview question (e.g. personal questions, weakness, employment gaps)
- Learn how to provide a balanced and constructive response to this question.

9.4 Creative Problem-Solving:

- Assess their own problem-solving skills and reflect on personal problem-solving experiences and challenges.
- Explore various problem-solving strategies and approaches.
- Understand how to apply effective problem-solving techniques in professional settings.

Skills for Success (SFS) - For details, go to *Curriculum Outcome Map* spreadsheet and choose "Day 9" tab.

- **Adaptability**
- **Collaboration**
- **Communication**
- **Creativity and innovation**
- Digital
- Numeracy
- **Problem solving**
- Reading
- Writing

I AM A DIFFERENCE MAKER



Answering Behavioural Questions

WoodGreen Community Services

1

1

Interviews

Behavioural Questions



Behavioural Questions

- Ask for specific examples of your behaviour from past experiences
- Use past experiences from: work, volunteer work, hobbies, school

Questions typically start with:

- *Tell me about a time when...*
- *Give me an example when ...*

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Sample Job Posting: Security Guard (Healthcare Screener)

JOB SUMMARY

You will be posted at various access points of a prominent healthcare facility located in the GTA and will be responsible for the proper verbal assessment of a visitor to grant or deny them entry past the access control points. You will be responsible for the **strict enforcement of and compliance** with the Health Care Facility's visitor access policy.

DUTIES & RESPONSIBILITIES:

- **Assess and screen all persons wishing to enter the healthcare facility as per the visitor policy**
- **Adhere to policy and procedures** related to wearing Personal Protective Equipment (PPE) and sanitization
- Ensure all persons entering the facility **follow proper precautionary measures** and wear protective apparel
- Exercise **tact and empathy** if there is an issue with a visitor's request for access

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Sample Job Posting: Security Guard (Healthcare Screener)

QUALIFICATIONS:

- Demonstrated **strong communication, customer service** and **interpersonal skills**
- **Availability to work a variety of shifts (evenings, overnights) that require extended periods of standing**
- **Willingness to wear protective apparel for duration of shift (face mask, gloves, gowns)**
- **Problem solving** and decision-making skills
- Sound judgment and **conflict management skills**
- **Reliability and punctuality**
- Ability to **work co-operatively with a variety of people in a team environment**

**Adhering to rules,
policies, procedures**

**Customer Service Skills:
Communication, etc.**

**Teamwork &
Interpersonal Skills**

Punctual & Reliable

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4

Prepare by coming up with stories which demonstrate the common areas of focus.

Example: Security Guard Position

- Adhering to rules, policies, procedures
- Customer service skills: Problem-solving; Communication; Conflict management
- Punctual, reliable, and able to work varying schedule
- Teamwork and interpersonal skills

5

Situation: Describe the situation; Explain the task/problem

Action: What action did you take?

Result: What was the result or what did you learn?



6

Prepare by coming up with stories which demonstrate the common areas of focus.

Example: Security Guard Position

- Adhering to rules, policies, procedures
- Customer service skills: Problem-solving; Communication; Conflict management
- Punctual, reliable, and able to work varying schedule
- Teamwork and interpersonal skills

7


Tell us about a time when you had to adhere to safety requirements.

When I worked as a waiter last year, we were short-staffed for a few weeks. One busy Saturday evening, I noticed a big puddle in the kitchen where someone had spilled water. I looked around to let the cleaning staff know, but there was nobody around just then.

Situation




8

Interviews
SAR Technique


Tell us about a time when you had to adhere to safety requirements. (Cont.)


From my safety training, I knew that a spill could cause somebody to slip and hurt themselves. Even though I was very busy serving customers, I decided to prioritize the safety of my coworkers. I found a mop, cleaned up the spill, and put the “Wet Floor” sign nearby to warn others that the floor was still a little wet.

Action



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9

Interviews
Behavioural Questions


Employer Needs	My Strengths, Skills, Experience, Knowledge	Proof / Story: S-A-R
Adhere to policy and procedures related to wearing PPE & sanitization	Experience in following safety protocols and procedures	When I worked as a ..., I had to ...
Strong customer service skills	Knowledge conflict management techniques; Speak 3 languages	When I volunteered at ... I learned/developed ...
Available to work varying schedule	Flexible, Dependable	When I worked at ..., I was commended for...
Work co-operatively with a variety of people in a team environment

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10

Tell us about a time when you had to adhere to safety requirements. (Cont.)

It was such a busy evening that nobody noticed that I had cleaned up the spill, but nobody slipped or hurt themselves. I like to think that I contributed to a safe workplace because I take safety procedures very seriously.

Result

11

Examples - Communication

1. Describe a misunderstanding that you had with a colleague and how you handled it.
2. Tell me about a complicated idea you had to explain to a colleague or customer. How did you go about explaining it?
3. Tell me about a sensitive situation that required you to communicate tactfully with a colleague or customer.
4. Have you ever worked with someone you felt wasn't good at communicating? How did you handle it?
5. Give an example of when you had to communicate with someone who was angry or upset.

12

Examples - Adaptability

1. Tell me about a time when you had to work with someone who was difficult to work with or had a different work style than yours.
2. Have you ever had a project suddenly change after you had already started working on it? How did you handle this change?
3. Describe a time when you were given a task that was outside your usual duties and how you handled it.
4. Tell me about a time when you had to learn a new software or work process.

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13

I AM A DIFFERENCE MAKER



Situational Questions

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14

14

Situational Questions

- Assess how you would respond to a hypothetical situation on the job
- Assess your judgement and decision-making ability

What would do if...?

Answer with SAR. They gave you the situation, you just need to tell them what action you would take (say the skills used) and what result you would like to see



Situational Questions

You are not necessarily expected to know the “right” course of action, but you should demonstrate that:

- You have given the responsibilities and the challenges of this position some thought
- You can explain the **thought process** or reasoning behind your potential actions:
 - *Why would you choose to respond in a certain way?*
 - *Did you learn something in your training that would influence your actions?*
 - *Are you basing your actions on a similar past experience?*
 - *Is there something in the job posting that guided your decision?*

Retail

What would you do if, while you were helping a customer, a second customer approached you and asked for your assistance?

Customer Service Call Centre Agent

What would you do if a customer called and asked you about a product that you knew nothing about?

Administrative Clerk

What would you do if you had many emails to reply to and calls to return when your manager suddenly gave you a large project to complete with a tight deadline?



SITUATIONAL INTERVIEW QUESTIONS

Questions based on a job posting:

1. _____
2. _____
3. _____
4. _____

Other Questions:

5. What would you do if you had to collaborate with a co-worker who was difficult to work with?
6. What would you do if you urgently needed information from a co-worker who was slow to respond?
7. What would you do if an angry and dissatisfied customer confronted you?
8. What do you do in a situation when you cannot seem to find a solution to a customer's problem?
9. What would you do if, while you were helping a customer, a second customer approached you and asked for your assistance?
10. What would you do if a customer called and asked you about a product that you knew nothing about?
11. What would you do if you had too many to do items on your list?
12. What would you do if you had many emails to reply to and calls to return when your manager suddenly gave you a large project to complete with a tight deadline?

Preparation

Question	What would you do?	Why would you do this? <i>Are you basing your decision on knowledge that you have? Have you had a similar experience in the past?</i>

I AM A DIFFERENCE MAKER



Difficult Interview Questions

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1

1

Interviews

Illegal Questions



Illegal Questions





- × Questions which probe into your private life or personal background
 - How old are you?
 - Do you have children?

- × Questions about your ethnicity, religion, sexual orientation, disabilities, marital status
 - Do you have a disability?
 - What religion do you practice?

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2

Interviews
Illegal Questions




Illegal Questions

- ✓ "I would rather not say. I would prefer to answer questions about my skills and experience related to the job."

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3

You DO NOT have to answer these illegal questions

- Race, color, or national origin
- Religion
- Sex, gender identity, or sexual orientation
- Disability
- Age
- Citizenship
- Marital status or number of children
- Medical information
- Credit rating

How to Handle Illegal Interview Questions


How old are you?	"Are you asking how many years experience I have?"
Do you plan to have children?	"I am focused on my career and you can be sure of my commitment to this job"
How is your health?	"I am fully able to perform all the job functions as described in the job posting"
What is your religion?	"My religious practices have no impact on my job"
How do you feel about working for a woman?	"I have always successfully worked as part of a diverse team"

www.best-job-interview.com

WoodGreen Co

4

Interviews | Difficult Questions



What is your weakness? -> SAR method

- Avoid pointing out a weakness in an area that is critical to the job
- Always explain what you are doing to improve or how you've worked around the weakness


Consider:

- Sharing a weakness the employer already knows about you from your resume and telling them how you are or will work on it.
- In the past I ... but I have improved this/over come this by ... Now, I ...*
- Try to soften your weakness by using words like: "Sometimes, I ..." or "I can be a little ..." and avoid words like: "I always/never ..." or "I'm very ..."
- Keep your answer brief.

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5

Interviews | "What is your greatest weakness?"



<https://youtu.be/q1QPafzXO-w>

6

Can you explain the gap(s) in your employment history?

- Be ready with a rational explanation
- Avoid giving an emotionally charged answer

- *Because of the loss of employment in [which industry?], I decided to:*
 - *reassess my career goals and try something different*
 - *take some time to develop my ... skills*
 - *go back to school*
- *I was taking care of family responsibilities. That's all settled now, so I am looking forward to getting back to work.*

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7

Why did you leave your last job?

- Avoid saying anything negative.

Consider:

- *Left voluntarily: I wanted to pursue more responsibility/challenges/opportunities. I wanted to develop new skills...*
- *Laid off: I was laid off because of COVID.*

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8

Why did you leave your last job?

If you were fired:

- Be “matter-of-fact” in answering the question
- Briefly mention any responsibility you had in the firing instead of focusing on the reason you were fired
- Explain that you learned a lesson and will not repeat the same error

Why did you leave your last job?

(If you were fired) Sample Answer

I made the mistake of accepting the wrong job. My skills were not the right match for my previous employer's needs. I don't want to make that mistake again, so I carefully researched the requirements for this position. I think my skills would be a good fit.

Why did you leave your last job?**(for a better job) Sample Answer**

I made the decision to leave my last job because I was seeking new opportunities for growth and professional development. While I appreciated my previous employer and the experiences I gained there, I felt that I had reached a point where I was ready for new challenges and a fresh environment. I am excited about the potential to contribute my skills and expertise to a new organization, like yours, that aligns with my career goals and offers opportunities for advancement.



NASA - Lost on the Moon

Your spacecraft has just crash-landed on the lighted side of the moon. You were scheduled to rendezvous with the mother ship 200 miles away on the surface of the moon, but the rough landing has ruined your craft and destroyed all the equipment on board, except for the 15 items listed below.

Your crew's survival depends on reaching the mother ship, so you must choose the most critical items available for the 200-mile trip. Your task is to rank the 15 items in terms of their importance for survival. Place a **1** by the most important item, a **2** by the second-most important item, and so on through **15**, the least important.

First, you will complete this exercise individually. Then you will be allowed to consult with your group/team members and go through the exercise again. Share your individual solutions and reach a consensus ranking for each of the 15 items that best satisfies all group members.

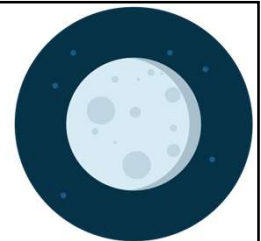
Finally, you will be given the ranking that NASA has assigned to the items in this exercise.

Item	NASA Rank	Your Rank	(Diff For You)	Team Rank	(Diff For Team)
Box of matches					
Food concentrate					
50 feet of nylon rope					
Parachute silk					
Solar-powered portable heating unit					
Two .45-caliber pistols					
Case of dehydrated milk					
Two 100-pound tanks of oxygen					
Stellar map of moon's constellation					
Self-inflating life raft					
Magnetic compass					
5 gallons of water					
Signal flares					
First-aid kit with injection needles					
Solar-powered FM receiver-transmitter					
Total Points Difference					

PROBLEM SOLVING



NASA - Lost on the Moon



1. Individual Ranking:

Evaluate each item's importance for survival.

Assign a ranking from 1 (most critical) to 15 (least essential) for each item.

2. Group Consultation:

Share individual rankings and insights within your team.

Engage in a debate and reach a consensus ranking based on collective perspectives.

3. Compare with NASA:

After group consensus, compare your ranking with NASA's assigned order.

Reflect on similarities, differences, and lessons learned from the exercise.

Self-Assessment



Which of these statements are true for you?

- I love solving problems. It's one of my strengths.
- I'm quite confident about my problem-solving skills. I can solve most problems without much trouble.
- I'm pretty good at solving problems, but I don't really have a strategy and I struggle with solving big or complex problems.
- I find it easier to think of solutions to other people's problems than my own!
- Problem-solving is hard for me. Sometimes, I get overwhelmed and frustrated.
- I find solving problems exhausting. I either give up or ask someone else to solve the problem for me.



3

How could following the 3 golden rules help you to solve problems?

#1

If it's not broken, don't fix it!

#2

If a problem has happened before, it will likely happen again

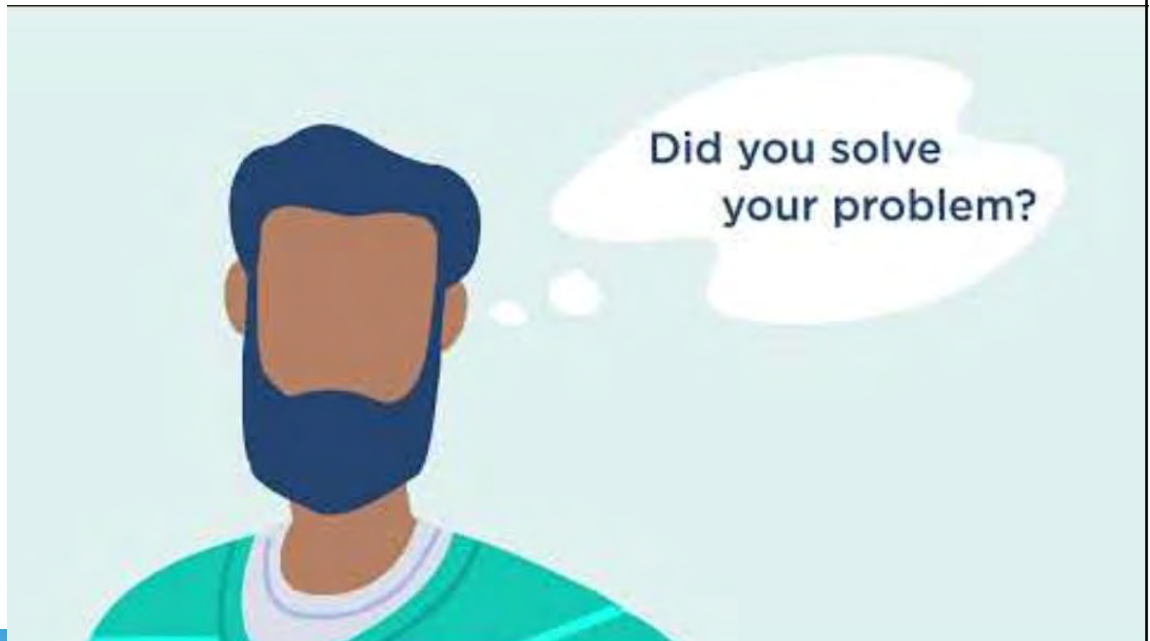
#3

If a problem keeps occurring, you may need to dig deeper to find the root cause.



4

Improve your problem solving skills



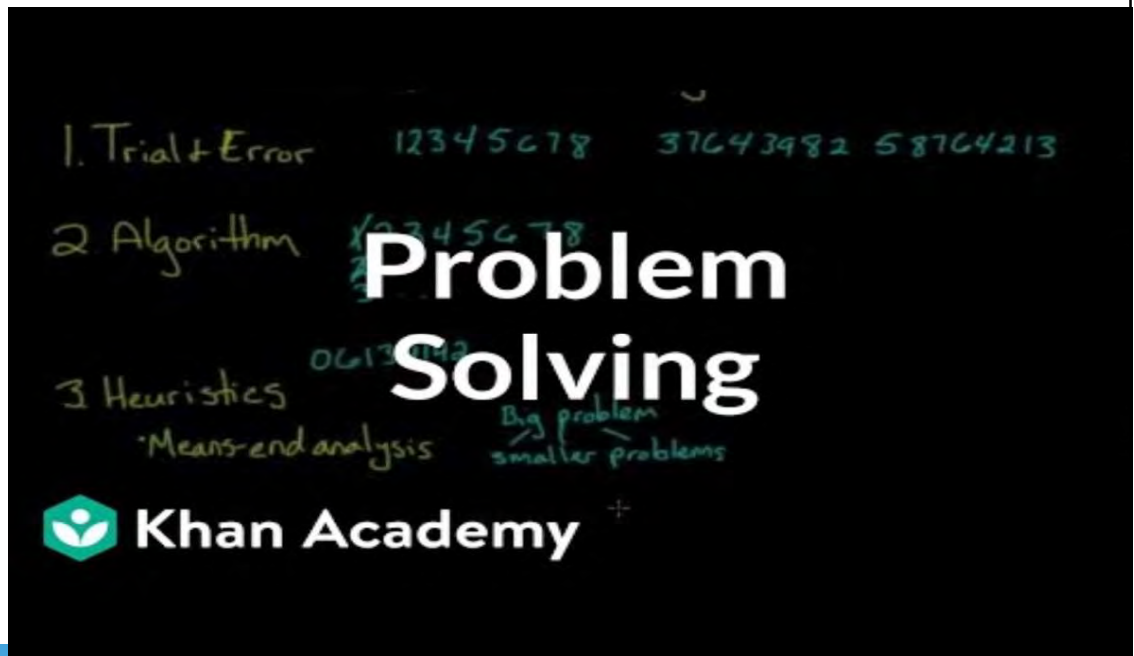
5

Video Reflection Activity

- According to the video, what are the 5 steps to problem-solving?
- Which step do you think is most important?
- Which step are you good at? Which step do you struggle with?
- Did you learn anything that you would like to try?
- Would you like to add a step of your own?


6

Problem solving | Processing the Environment



The video thumbnail features a black background with white text. The title 'Problem Solving' is prominently displayed in the center. To the left, three methods are listed: '1. Trial+Error', '2. Algorithm', and '3. Heuristics'. Handwritten notes in green and yellow include '12345678 37643982 58764213' next to the first method, '12345678' next to the second, and 'Means-end analysis' and 'Big problem smaller problems' next to the third. The Khan Academy logo and name are at the bottom.

<https://youtu.be/J3Gx9wy07w>



7

Video Reflection Activity

- According to the video, what are 3 common problem-solving method?
- Can give an example where you used one of these methods to solve a problem?
- According to the video, what can you do if you get stuck on a problem?
- Did you learn anything that you would like to try?
- Would you like to add some problem-solving advice of your own?

8

Problem Solving in the Workplace

1. Balance Divergent and Convergent Thinking

Creative problem-solving uses two primary tools to find solutions: divergence and convergence. Divergence generates ideas in response to a problem, while convergence narrows them down to a shortlist. It balances these two practices and turns ideas into concrete solutions.

2. Reframe Problems as Questions

By framing problems as questions, you shift from focusing on obstacles to solutions. This provides the freedom to brainstorm potential ideas.



Problem Solving in the Workplace

3. Defer Judgment of Ideas

When brainstorming, it can be natural to reject or accept ideas right away. Yet, immediate judgments interfere with the idea generation process. Even ideas that seem implausible can turn into outstanding innovations upon further exploration and development.

4. Focus on "Yes, And" Instead of "No, But"

Using negative words like "no" discourages creative thinking. Instead, use positive language to build and maintain an environment that fosters the development of creative and innovative ideas.



Problem Solving in the Workplace

- **Options for finding answers to your questions:**
 - Online – how to find answers online (i.e., Google)
 - Company resources – SharePoint, Company Policies, training manuals
 - Ask a coworker
 - Ask a manager



11

Discussion



- How does the current workplace dynamics compare to your past experiences? Share an example with your peers.
- How can you determine the most appropriate approach (online, company resources, coworkers, or managers) based on the nature and urgency of the issue?
- How comfortable are you with accessing and navigating company or online resources?
- What are some effective communication strategies for seeking help or clarification from coworkers?
- How do you balance the need to seek guidance from managers while demonstrating independence and problem-solving skills in the workplace?



12



Day 10



Learning Outputs

10.1 Systemic Chatter Awareness:

- Learn about systemic chatter as well as systemic misconceptions/ barriers that may affect job opportunities.
- Increase awareness of the impact of systemic issues on job seekers and learn how to recognize oppressive narratives by using the tool Flip It and how to create counter narratives.

10.2 Older Workers in the Labour Market:

- Examine statistical data showcasing the participations of older workers in the workforce.
- Discuss the barriers commonly faced by older workers in the job market.
- Discuss the common Systemic Chatter faced by older workers.
- Explore counter chatter, strategies and resources for overcoming age-related challenges.

10.3 Stress Management and Emotional Literacy:

- Address the topic of stress related to unemployment and job seeking.
- Discuss healthy ways to cope with and manage stress during periods of unemployment.
- Explore resources related to self-care and emotional literacy.
- Understand the importance of self-care for maintaining mental and emotional well-being during the job search process.

Skills for Success (SFS) - For details, go to *Curriculum Outcome Map* spreadsheet and choose "Day 10" tab.

- **Adaptability**
- **Collaboration**
- **Communication**
- **Creativity and innovation**
- Digital
- Numeracy
- **Problem solving**
- **Reading**
- Writing

That Little Voice

<https://youtu.be/LI56imVATLk>



1

Reflection Questions

- How does the video resonate with your experience of encountering "That Little Voice" in different situations?
- How have you been surviving if you've experienced misconceptions, discrimination, or injustice? Reflect on the strategies, coping mechanisms, and sources of support that have helped you navigate challenging situations.
- Consider actionable steps you can take to use your voice effectively and wisely to advocate for positive change in your personal and professional life.



2

2

Part 1: Systemic Chatter

3

Objectives

- Understand systemic chatter and systemic misconceptions, barriers
- Explore its effect on individuals in various aspects of life, including seeking employment and staying employed
- Explore strategies to detect oppressive narratives and create counter narratives

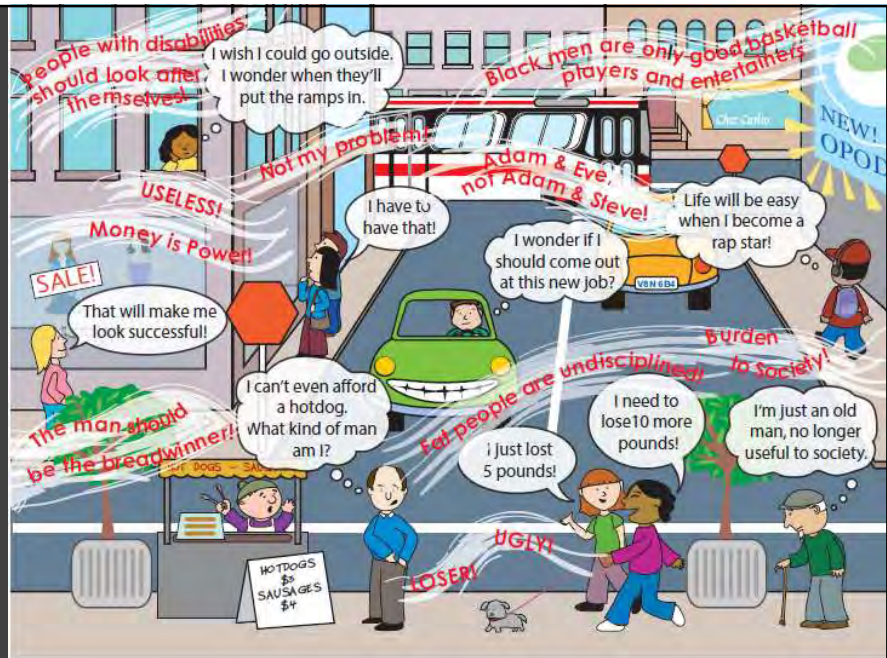
4

Systemic Chatter

What do you observe?

What is the chatter?

What is the effect of the chatter on the people in the picture?



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5

What is systemic chatter?

- Systemic Chatter reflects the dominant narratives, which are both informed by, and support, ideologies and structures found within our society.
- Systemic Chatter reflects the inherited power relations within historical and contemporary conversations, reflecting historical legacies and today's operations of power.
- Stories we hear from people around us directly or indirectly that we internalize and believe as personal narratives or automatic thoughts. These narratives can create misconceptions and barriers.
- **Activity:** State one example of systemic chatter in your environment.



6

6

Systemic Chatter is taken for granted as:

- True
- Universal
- Right
- Good
- Common Sense
- Natural
- Neutral
- Desirable
- Valuable - what and who is valuable

7

Flip It!!



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If we flip the context or the identity, would our interpretation and actions change?

Flip the identity

Would a woman say: what kind of woman am I?

Flip the context

Is it true all over the world at all times?

8

Think pair share



- What are some of the barriers that you face towards competitive employment?
- What stories or narratives (Systemic Chatter) do you often hear from people in your social circle or community when it comes to seeking employment?
- Consider whether these narratives are motivational or disempowering. How do they shape perceptions of career success and influence your own aspirations and actions?

Strategies that you can work on....

- Advocacy to engage on diversity, equity, and inclusion (DEI)
- Forming allies/allyship - getting involved, being supportive, seeking to learn, being inclusive
- Having dialogues through empathic engagement
- Education
- Critical self-reflection
- Mobilizing resources to addressing and challenge beliefs
- Sharing your stories - personal is political

3 Ways to Be a Better Ally in the Workplace

- Self-awareness
- Critical thinker
- Great listener
- Advocate for marginalized populations
- Inclusive to all, regardless of background
- Information seeker
- Able to uncover their own bias


<https://youtu.be/k12j-E1LsUU>



13

Questions

- Is there anything that you learned today that you found helpful?



Resources

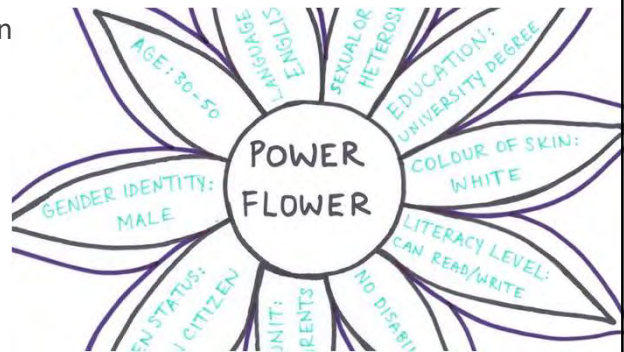
- Jana Vinsky MSW, RSW – lecture notes ([Liberation Practice International \(lpimodel.com\)](http://Liberation Practice International (lpimodel.com)))

14

14

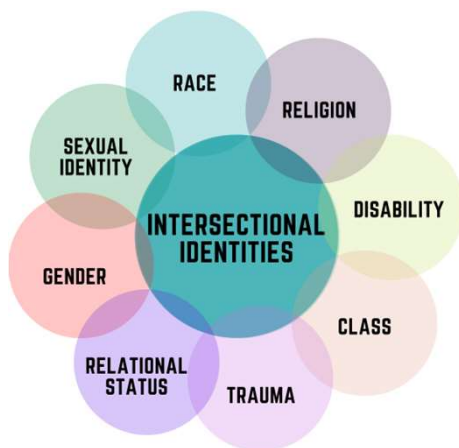
In-class activity: Power Flower - Private Exercise

- Write down some of your social identities on the petals of the flower template
- Examples of social identity groups are Gender, Ethnicity, Language, Religious/Spiritual Affiliation, National Origin, Body Size, Education, ...
- This is a **self-reflection** activity thus you won't be asked to share your Flower with others



15

Intersectionality



- What is intersectionality?
- Recognizing that the intersection of inequality based on gender, race, ethnicity, age, sexual orientation, gender identity affects the identity and self-esteem of individuals
- What is the intersection of multiple forms of discrimination affecting our employment status (e.g. being unemployed or under-employed)?
- How does it affect you?

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Part 2: The Labour Market and You

An Aging Population: Barrier and Misconceptions Facing Experienced Older Workers



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17


Rainer Strack: The surprising workforce crisis of 2030 — and how to start solving it now



<https://youtu.be/x1GxExRUUY>

18

An Aging Population



Older workers are playing a larger role in the labour market

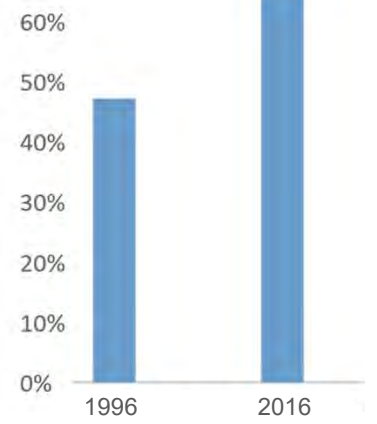
Percentage of Canadians in the 55-64 age group who work or are willing to work: ¹

- 1996: 47.1%
- 2016: 65.8%

Both genders* experienced an increase, but there was a much higher increase among older women ¹

*the original survey was conducted under the assumption of a gender binary, meaning it categorized individuals into two genders: male and female.


¹. Statistics Canada, Labour Force Survey



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An Aging Population



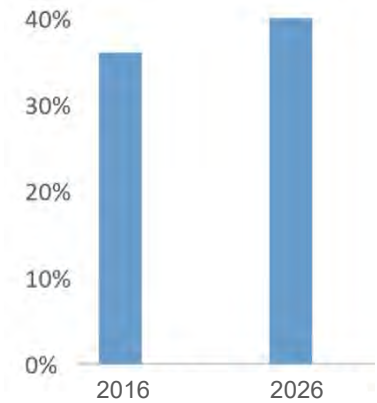
Older workers are playing a larger role in the labour market

More people between 55-64 are working than those aged 15-24 ¹

Percentage of workforce made up of older workers: ¹

- 2016: 36%
- 2026: 40%


¹. Statistics Canada, The impact of aging on labour market participation rates



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An Aging Population



What factors ¹ have contributed to the increased role that older workers play in the labour market?

- Aging population
- Improved health and life expectancy
- The need for social interaction and to keep busy
- Greater need to work for financial reasons
- An increased demand for labour

1. Government of Canada, Promoting the labour force participation of older Canadians – Promising initiatives
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An Aging Population



Room for improvement

Canada ranked 16th among 37 OECD member countries in 2015 in the percentage of older individuals who are employed ¹

Many older Canadians struggle to stay in the labour market and have difficulty re-entering the workforce after they have lost a job ¹

Average unemployment period (2016):

- Age 25-54 21.2 weeks
- Age 55+ 28.8 weeks

1. Government of Canada, Promoting the labour force participation of older Canadians – Promising initiatives
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Barriers to Employment ¹



- **Ageism**
- **Lack of access to training**
- **Changes in recruitment & hiring**
- **Lack of confidence**

Prohibited grounds of discrimination
(Canadian Human Rights Act)

You've taken the first step by joining this
program – LinkedIn Learning

We'll talk about this!

You're working on this! We all ARE!

1. Government of Canada, Promoting the labour force participation of older Canadians – Promising initiatives

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Common Misconceptions about Older Workers



Older workers can make significant social contributions

Changing demographics can bring new opportunities

However: The potential benefits are often overshadowed by the *perceived*



negative effects fueled by common misconceptions

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Common Misconceptions about Older Workers



Misconception:

Older workers are less productive ¹

Reality:

- Age does not affect intellectual capacity or one's ability to perform routine tasks ²
- Workers who perform the same tasks over a long period of time benefit from the accumulated work experience ²

1. Government of Canada, Age-friendly workplaces: Promoting older worker participation

2. Garibaldi, Oliveira, & van Ours (Ed.); *Ageing, Health, and Productivity: The Economics of Increased life Expectancy*

25

Common Misconceptions about Older Workers



Misconception:

Training older workers is a waste of money because:

- They may retire or leave soon ¹

Reality:

- Many older workers want to remain connected to the workforce after retirement ²
- The payback period on investment in training is becoming shorter for all workers ¹
- Older workers are less likely to change jobs and tend to be more loyal ¹

1. Government of Canada; Age-friendly workplaces: Promoting older worker participation

2. Statistics Canada; First Results from the Survey of Older Workers

26

Common Misconceptions about Older Workers



Misconception:

Training older workers is a waste of money because:

- they are difficult to train ¹

Reality:

- Workers born between 1946 and 1964 enjoy challenges which help them to improve and build on their skill sets ¹
- The rate of participation in employer-supported training more than doubled among older workers between 1991 and 2008 ²

1. Government of Canada; Age-friendly workplaces: Promoting older worker participation

2. Statistics Canada; Job-related training of older workers, 2008

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Common Misconceptions about Older Workers



Discussion: How could knowledge of common misconceptions empower you to counter ageism in the recruitment and hiring process?



Draw on your years of experience

Emphasize a desire to grow in the company

Focus on past and current training, workshops, and online learning experiences

Ask questions during the interview:

- Do you have any questions or concerns about me that I could clear up?
- What training programs are available to employees?

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How to find the person who can help you get ahead at work



https://youtu.be/gpE_W50TUc



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Finding Mentors & Sponsors at work

3 Mentors:

- **Find a Work Buddy:** Look for someone at a similar job level who knows the ropes a bit better. They can help you understand how things work in the company.
- **Connect with an Expert:** Seek out someone with more experience in your field. They can guide you on your career path and share their knowledge.
- **New:** Find a new co-worker and help them and they can help you with new eyes

Sponsors:

- **Spot a Higher-Up Friend:** Find someone in a higher position who can support your career growth. This person should be able to help you get noticed for good opportunities.



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Finding Mentors & Sponsors at work

How to Find Them:

- **Go to Work Events:** Attend work parties or meetings where you can meet different people.
- **Check Company Programs:** Some workplaces have programs where they pair you with a mentor. Look into those.
- **Ask Around:** Don't be shy—ask people if they know someone good for you.



Finding Mentors & Sponsors at work



This Photo by Unknown author is licensed under [CC BY-SA](https://creativecommons.org/licenses/by-sa/4.0/).

Approach Them:

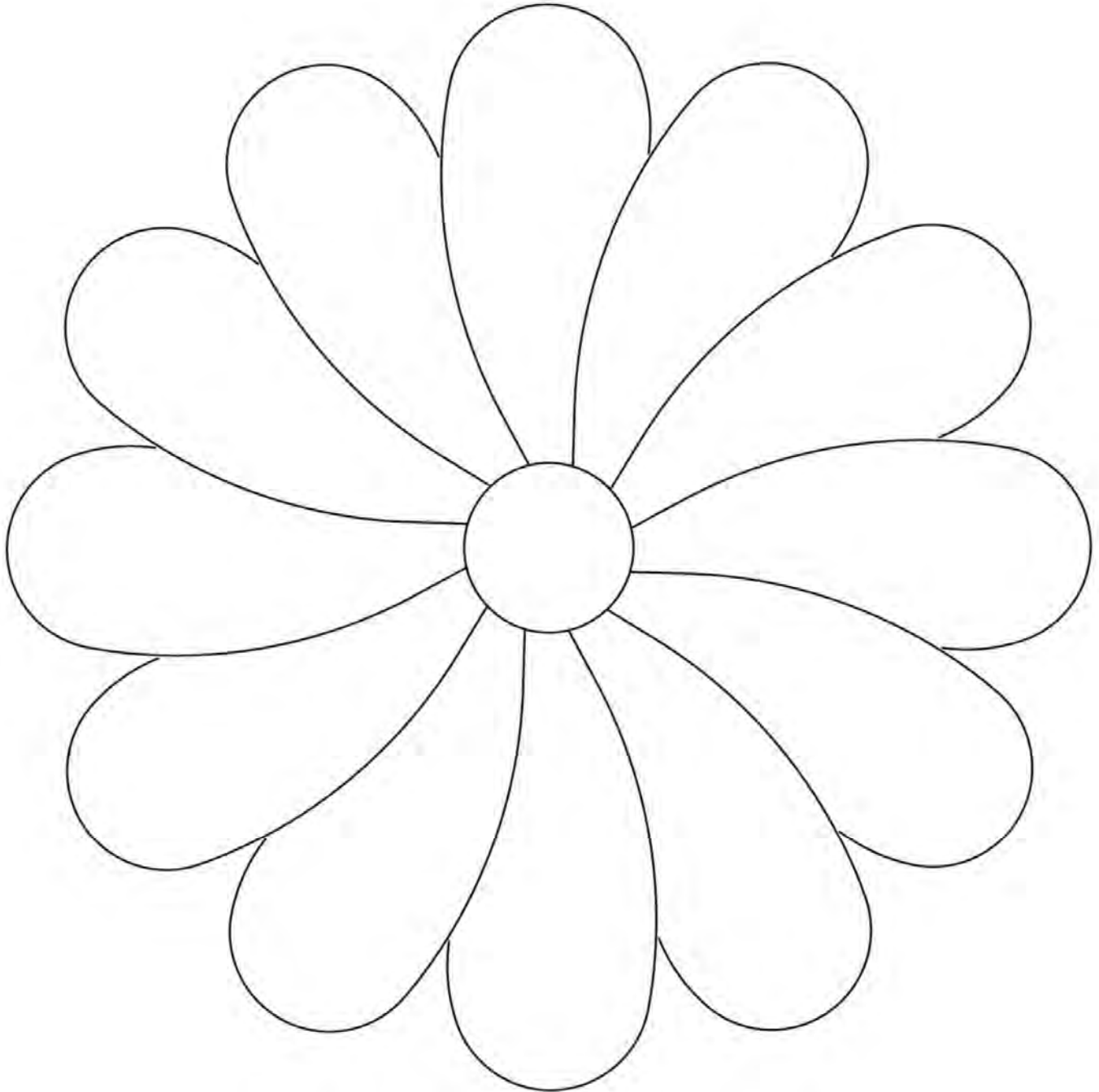
- **Be Clear About Your Goals:** Let them know what you want to achieve and how they can help.
- **Build a Friendship:** Get to know them and let them get to know you. It's about making a real connection.
- **Say Thanks:** If someone helps you out, be grateful. Keep them updated on how you're doing.

Questions/Discussion

- How can counter chatter be used to combat barriers/misconceptions facing older workers?

Power Flower: Our Intersecting Identities

The Power Flower illustrates our social identities and the ways in which we experience power, privilege, and oppression in society in intersecting ways. Each petal of the flower represents a category of our social identity (see next page for more info). This activity serves as a critical self-reflection tool thus you won't be asked to share your flower with others.



Social Identity Groups

Social identity groups are labels based on various aspects of individuals, including physical, social, and mental characteristics. Some of these labels are easily noticeable, while others may not be immediately apparent. Some social identities are personally acknowledged but not always openly shared or visually obvious. Examples include sexual orientation, religion, and disability status. In this **self-examination**, please recognize and express the social identity groups you personally identify with or that others might ascribe to you.

Below are examples of social identity groupings. It's important to note that discussions about social identity can sometimes lead to disagreements over the terms used. Feel free to use your preferred language or terminology to describe your identities. This list is not exhaustive, and you're encouraged to include any relevant identities that are important to you:

Examples

Race	White, African, Latinx, East Asian, Middle Eastern, Bi/Multiracial
Ethnicity	Canadian, Chinese, Lebanese, Italian, Filipino, Colombian, Ukrainian
Socio-Economic Class	Upper class, Middle class, Lower class, Working class, Poverty
Religious/ Spiritual Affiliation	Christian, Muslim, Hindu, Sikh, Jewish
Gender	Woman, Man, Non-binary, Transgender, Agender
Sex	Intersex, Female, Male
Sexual Orientation	Heterosexual, Homosexual, Bisexual, Pansexual, Asexual
National Origin	Canada, India, Nigeria, Japan, Turkey
Age Group	Boomer, Gen X, Millennial, Gen Z
Body Size/ Type	Muscular, Plus-size, Slender, Average
Language	English speaker, French speaker, Arabic speaker, Bilingual, Multilingual
Occupation	Teacher, Engineer, Artist, Construction worker, Healthcare professional
(Dis)Ability	Able-bodied, Visually impaired, Neurodivergent, Mental illness
Family	Single, Married, Common-law, Single parent, Childless
Education Background	University, College, High school, Vocational school, Home school
Hobbies & Interests	Outdoor enthusiast, Gamer, Baker, Musician, Gardener
Immigration Status	Immigrant, Refugee, Second-generation immigrant, Citizen

Mental Health & Self-Care

1


Tips for dealing with trauma from the pandemic




<https://youtu.be/1GEIP2zEg5k>


2

How to Beat Job Search Burnout <https://youtu.be/gmCNQQniOSc>






3

Discussion - *Eight Ways to Protect Your Mental Health When You're Unemployed* 

- Did you find any similarities between the video that you watched and this article?
- Would you like to expand on anything mentioned in the article based on the video you watched?
- Was there anything, not mentioned in the article, that you would like to share?
- What resonated with you after watching your video and reading the article?
- Is there anything that you already do to deal with stress?
- Is there anything from the video or the article that you would like to learn more about or try implementing?



4

BounceBack Ontario

BounceBack is a **free** skill-building program managed by the Canadian Mental Health Association (CMHA). It is designed to help adults to manage low mood, mild to moderate depression and anxiety, stress or worry. It uses resources based on the proven cognitive behavioural therapy (CBT) approach.

Access some videos in different languages:

<https://bouncebackvideo.ca/>

(any email address + use access code: **bbtodayon**)



If you're feeling **BounceBack®**
reclaim your health



Bounce Back® can help!

English	Anglais avec doublage en Français	Français Canadien
ਪੰਜਾਬੀ	普通话	عربی
فارسی	粵語	

5

5

Starting Out

Anxiety Core Modules

- ✓ Choose either: Understanding panic and phobias
- ✓ Or choose: Understanding worry and stress
- ✓ Or choose: Understanding how we respond to illness
- ✓ Facing fears and overcoming avoidance
- ✓ Noticing extreme and unhelpful thinking
- ✓ Changing extreme and unhelpful thinking
- ✓ Practical problem solving
- Go to the Program

Depression Core Modules



- You can also self-enrol in BounceBack Online at www.bouncebackonline.ca/
- It only requests an email address during the registration process. No ID or proof of address.

You will have access to workbooks, interactive worksheets and videos related to low mood and worry. You can work through the materials independently at your own pace. English only.



6

In-Class Activity: My Maintenance Self-Care Worksheet

8 types of self care



Eight Ways to Protect Your Mental Health When You're Unemployed

By Haje Jan Kamps, Jeremy Adam Smith | December 6, 2022

Adapted from: https://greatergood.berkeley.edu/article/item/eightways_to_protect_your_mental_health_when_youre_unemployed



Taking care of yourself won't in itself secure you a new job; it can't fix systemic problems with your country's unemployment insurance. What it can do is increase your resilience and help you to get through what might be some of the most difficult days and nights of your life.

So, let's break it down into a good old-fashioned internet list on ways to reduce the impact of unemployment on your mental health. If many of them seem obvious, try to remember that unemployment hurts most people's ability to stay healthy. When under high stress, self-care such

as healthy eating, getting enough sleep, and nourishing social interactions are often the first victims.

Move your body. Build physical movement into your day, every day. If you can't go to the gym a couple of times a week, then go for a hike. If you can't hike, jog. If you can't run, then walk. If walking is tough, take on some of the household tasks you never had time for when you had a job. This isn't about staying in shape, though that's good, too. It's mainly about your mental health.

Move your mind. You know what else is good for your brain? Reading a book. Video games and TV-watching are fun, but you should make it a point to diversify your mental portfolio. If you can teach yourself a new skill, that's great. Even just playing Wordle or doing crossword puzzles will help.

Try to eat right. Take it from me: It's so easy to sink into a pile of junk food when you're unemployed, or perhaps not eat at all. But that wasn't good for me, and it's not good for you, either. "A growing body of research is discovering that food doesn't just affect our waistline but also our moods, emotions, and even longer-term conditions like depression," writes Kira Newman in Greater Good. "Our brains are physical entities, running on the energy that we put into our bodies, affected by shifts in our hormones, blood sugar levels, and many other biological processes."

Try to sleep. OK, easier said than done, like almost everything on this list. But there are many steps you can take to make sleep more likely: Cut back on caffeine, get more exercise, cut back on alcohol, and stay off screens at night, among other things. It's worth the effort, because sleep affects your stress response and the quality of your relationships—which can in turn affect your ability to find a new job.

Seek out social connections. Decades of research suggest that nothing is more important to happiness and resilience than connections to other people—and that can be especially hard after you’ve lost a job. What saved me from an unemployment-fueled mental-health spiral was a friend who unceremoniously kicked me into shape, forced me to change my diet and exercise habits, and, by offering me a sense of purpose by working on a farm for a few weeks, gave me the distraction I needed to reorient myself.

Practice self-compassion. When you’re unemployed, the world will tell you that you brought it on yourself—that’s a manifestation of stigma. The antidote to stigma is self-compassion, which is when you speak to yourself as you would a loved one who is having trouble.

Give yourself some structure. Set an alarm, get up, put in two hours of job-searching, go for a walk, have lunch with a friend, put in two more hours searching, meditate for ten minutes, then start making a delicious dinner for your family. Whatever your particular schedule, having one will help keep you moving forward.

Find yourself a purpose. The first items on this list had to do with taking care of yourself. This one is about taking care of other people. That’s because a purpose is different from a goal. Getting a new job, launching a new business, or going back to school are all good goals. But purpose is bigger than your goals. Your purpose is an answer to the question of why. Why do you want that job? Why do you want to go back to school? Why even get up in the morning? Purpose is the way that you want to matter in the world; it’s a sense that you’re making a difference. Unemployment can create a crisis of purpose, but you don’t have to take that crisis lying down. You can look around in your world and ask yourself: What can I do now to make a difference?

Questions for Discussion

1. Did you find any similarities between the video that you watched and this article?
2. Would you like to expand on anything mentioned in the article based on the video you watched?
3. Was there anything, not mentioned in the article, that you would like to share?
4. What resonated with you after watching your video and reading the article?
5. Is there anything that you already do to deal with stress related to COVID or unemployment?
6. Is there anything from the video or the article that you would like to learn more about or try implementing?

My Maintenance Self-Care Worksheet

<u>WORK</u>	<u>RELATIONSHIPS</u>
<p>Current practice</p> <p>New practice</p>	<p>Current practice</p> <p>New practice</p>
<p><u>OTHER:</u> _____.</p> <p>Current practice</p> <p>New practice</p>	<p><u>OTHER:</u> _____.</p> <p>Current practice</p> <p>New practice</p>

My Maintenance Self-Care Worksheet

<p style="text-align: center;">Barriers to maintaining my self-care strategies</p>	<p style="text-align: center;">How I will address these barriers and remind myself to practice self-care</p>
<p style="text-align: center;">Negative coping strategies I would like to use less or not at all</p>	<p style="text-align: center;">What I will do instead</p>

(Adapted by Shirley Reiser, LCSW and Lisa D. Butler, PhD from materials provided by Sandra A. Lopez, LCSW, ACSW, University of Houston, Graduate School of Social Work.)



Day 11



Learning Outputs

11.1.1 Knowledge Sharing in Learning Circles:

- Share what they have learned during independent study with peers in Learning Circles.
- Foster collaborative learning and information exchange within the group.

11.1.2 Active Body Active Mind:

- Discuss practices for keeping the mind and body active and engaged, particularly focusing on the concept of “active aging”.
- Share personal experiences with sports and explore potential benefits and challenges of playing sports into daily routines.
- Review the benefits of stretching and follow the instructional videos to stretch together

11.1.3 Great Customer Service:

- Share and discuss personal experiences of both good and bad customer service.
- Identify the characteristics of good customer service.
- Explore the role of empathy and cultural diversity in customer service.
- Understand how empathy and cultural competency contributes to positive customer interactions and satisfaction.

Skills for Success (SFS) - For details, go to *Curriculum Outcome Map* spreadsheet and choose "Day 11" tab.

- **Adaptability**
- **Collaboration**
- **Communication**
- **Creativity and innovation**
- Digital
- Numeracy
- **Problem solving**
- Reading
- Writing

I AM A DIFFERENCE MAKER



Active Mind and Body

WoodGreen Community Services

1

1

Meet The 'Super-Agers' Who Defy The Effects Of Old Age



<https://youtu.be/O8is1qXqVpc>

2

Discussion

- Do you know an older person who is like the super agers in the video?
- Have you “pushed through the yuck” in the last 3 weeks?
- What do you do to keep your mind and body active and engaged?
- Would you like to implement anything mentioned in the video?

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3

How playing sports benefits your body ... and your brain



HOW PLAYING
SPORTS BENEFITS
YOUR BODY
AND YOUR BRAIN



https://youtu.be/hmFQqjMF_f0

4

Discussion



- Can you share personal experiences or stories that highlight the positive impact of sports on physical and mental health?
- How do you think the teamwork and social aspects of sports contribute to overall well-being?
- Are there any potential downsides or challenges associated with playing sports that should be considered when discussing their benefits?

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5

I AM A DIFFERENCE MAKER



Physical Self Care - Stretching

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6

Benefits of Stretching



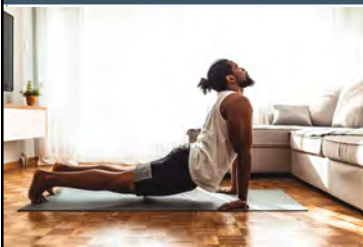
- **Improved Flexibility:** Stretching helps enhance the range of motion in our joints and muscles, contributing to increased flexibility.
- **Reduced Muscle Tension:** As we engage in these exercises, we release built-up tension, promoting relaxation and a sense of ease within our bodies.
- **Enhanced Circulation:** By promoting better blood flow, we ensure that our muscles receive the oxygen and nutrients they need, contributing to overall cardiovascular health.



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Benefits of Stretching





- **Stress Reduction:** Stretching is a natural stress reliever, helping to calm the mind and alleviate the pressures of our daily lives.
- **Mental Clarity:** The focused, deliberate movements foster a connection between our physical and mental states, promoting a sense of mindfulness and presence.
- **Overall Well-being:** A holistic practice that positively influences our physical, mental, and emotional well-being.

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Repetitive Strain Injury Hand Exercises for RSI





RSI HAND EXERCISES

QUICK FIX SERIES

https://youtu.be/weix_mZ6VUU

9

4 simple stretches to relieve your body after sitting all day - YouTube



TODAY

<https://youtu.be/ws8mFIdY140>

10

5 Best Stretches You Can Do At Your Desk For Neck And Back Pain



DESK EXERCISES
FOR NECK AND BACK PAIN




T **TONE & TIGHTEN**
real fitness for real people

https://youtu.be/7Gb_i8wG9kg

11

Discussion



- Share your experience with the stretching exercises. Did you find them relaxing, challenging, or both? How did you feel during and after the stretching exercises?
- Discuss potential challenges in incorporating regular stretching into your routine. Can you think of creative ways to integrate stretching into daily activities, such as during work breaks or household chores?

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12

I AM A DIFFERENCE MAKER



Customer Service

WoodGreen Community Services

1

1

Customer Service

Agenda



Agenda

- Defining Great Customer Service
- Developing and Demonstrating Empathy
- Cultural Diversity

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2



Debrief

- What do stories of bad customer service have in common?
- What do stories of good customer service have in common?
- How would you define “great customer service?”

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Tell us about a time when ...

- You received great service in a retail setting. What made it a positive experience?
- You had a conflict with a contact centre agent. What went wrong?
- A salesperson offered you a value-added service or product. What convinced you to buy? How were they successful?
- You decided to stop buying from a certain store or to cancel a service with a certain provider? What role did poor customer service play in your decision?

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4

Customer Service
Great Customer Service


Characteristics of Great Customer Service

<ol style="list-style-type: none"> 1. Be accessible 2. Treat me courteously 3. Be responsive to (and anticipate) what I need & want 4. Do what I need promptly 5. Be knowledgeable 	<ol style="list-style-type: none"> 6. Tell me what to expect 7. Meet your commitments & keep your promises 8. Do it right the first time 9. Follow up 10. Be socially responsible & ethical
---	--

Adapted from: Customer Service: Working in a Customer Contact Center with Brad Cleveland, LinkedIn Learning

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5

Customer Service
Great Customer Service



Characteristics of Great Customer Service

<ol style="list-style-type: none"> 1. Be accessible 2. Treat me courteously 3. Be responsive to (and anticipate) what I need & want 4. Do what I need promptly 5. Be knowledgeable 		<h4 style="margin: 0;">Empathy</h4> <ul style="list-style-type: none"> ➤ <i>Listen to me</i> ➤ <i>Imagine how I must be feeling</i> ➤ <i>Come along side me</i> ➤ <i>Respond to what I need/want</i>
---	---	--

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Customer Service | Empathy



Empathy

- The ability to understand and share the feelings of another
- The capacity to place oneself in another's position

Put yourself in their shoes




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Customer Service | Customer Service Empathy Training

<https://youtu.be/ym9gMC-Bv80>



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Customer Service
Empathy


Demonstrating Empathy in Customer Service

Customer Service Empathy Training, the Telephone Doctor


Demar is a customer service agent at Logimax, a telephone company.


1st Sketch: How do you think he makes his customer feel?

2nd Sketch: How does he demonstrate empathy? What is the result?

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Customer Service
Empathy




Develop Empathy:

- Read fiction and/or watch dramatic films
- Volunteer
- Understand who your customers are
- Use active listening techniques to understand your customers' needs
- Check your biases
 - *What are my biases?*
 - *Would I treat this person this way if they were someone different?*

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Customer Service
Communication

Empathy



Demonstrate Empathy and Uncover
Customer Needs by:

- Responding to customer tone and pace
- Make customers part of the solution
- Active listening techniques
- De-escalation techniques

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Customer Service


Security guard opens heart to foreign parents
with sick children



<https://youtu.be/yybIQJMTla8>

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Customer Service
Above and Beyond



Consider:

- How does John demonstrate empathy?
- Which of the characteristics of good customer service does John display?
- How does John go “above and beyond” to provide great customer service?

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Customer Service
Above and Beyond




- Treat others’ personal items with respect.
- Pay attention to the appearance of your workspace.
- Support your colleagues, e.g., accept offer assistance when needed.
- Balance your duties with the small things that set you apart: don’t let your job distract you from treating people well.
- Don’t speak badly of customers to your colleagues.
- ...

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Practice SAR method: Customer Service and Empathy



Situational Questions:

- Imagine you receive a call from a customer who is clearly upset due to a recent negative experience with your company. How would you approach the conversation to demonstrate empathy and resolve their concerns?
- A customer reaches out with a problem that you cannot immediately solve. How would you manage their expectations while seeking a solution?

Behavioral Questions:

- Describe a time when you went above and beyond to understand a customer's feelings or situation.
- Tell me about a time when you had to handle a sensitive issue or complaint from a customer. How did you ensure the customer felt heard and understood?

15

I AM A DIFFERENCE MAKER



Break

16


- Culture:** a set of assumptions, traditions, and values a community develops over time.
- Avoid Stereotypes:
 - Individuals don't always subscribe to their culture's assumptions, norms, or values.
 - Think about your customers as **individuals** rather than as groups.
- Cross-Cultural Training:
 - Develop your cultural competence to better understand the different needs and expectations of diverse groups of customers.
 - e.g. free LinkedIn Learning courses


17

- Developing Cross-Cultural Intelligence (1h6m)
https://www.linkedin.com/learning-login/share?account=77208140&forceAccount=false&redirect=https%3A%2F%2Fwww.linkedin.com%2Flearning%2Fdeveloping-cross-cultural-intelligence%3Ftrk%3Dshare_ent_url%26shareId%3D6YibwdC5TFWq0x9hDYjilA%253D%253D
- Customer Service: How to Deliver Support Across Languages (28m)
https://www.linkedin.com/learning-login/share?account=77208140&forceAccount=false&redirect=https%3A%2F%2Fwww.linkedin.com%2Flearning%2Fcustomer-service-how-to-deliver-support-across-languages%3Ftrk%3Dshare_ent_url%26shareId%3Dasoljuc8TmSaltHvMaYOeg%253D%253D
- Multinational Communication in the Workplace (40m)
https://www.linkedin.com/learning-login/share?account=77208140&forceAccount=false&redirect=https%3A%2F%2Fwww.linkedin.com%2Flearning%2Fmultinational-communication-in-the-workplace%3Ftrk%3Dshare_ent_url%26shareId%3DQ1fWErZqTfCF6a0TjtQpSw%253D%253D
- Six Skills to Develop Cultural Agility (46m)
https://www.linkedin.com/learning-login/share?account=77208140&forceAccount=false&redirect=https%3A%2F%2Fwww.linkedin.com%2Flearning%2Fsix-skills-to-develop-cultural-agility%3Ftrk%3Dshare_ent_url%26shareId%3D%252FU%252FjvROMRMC%252Fa0z0CUo%252Bgg%253D%253D

18

Erin Meyer: Low Context vs. High Context Societies






https://youtu.be/_9oYfhTC9IIQ

19

Customer Service | Cultural Diversity




High vs Low Context Communication

Aspects	High Context Cultures	Low Context Cultures
Communication Style	Implicit	Explicit
Reliance on Non-Verbal	High	Low
Directness in Language	Indirect	Direct
Trust Building	Relationship	Clarity
Examples	Asia	North America

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Customer Service
Cultural Diversity


High vs Low Context Communication


When dealing with customers from higher context cultures:

- Don't take what the customer says at face value.
- Pay attention to hidden, subtle messages.
- Beware of any double meanings that your own communication might have.


When dealing with customers from lower context cultures:

- Take what your customer says at face value.
- Be simple, precise, and clear in your communication.

**LOW-CONTEXT
COMMUNICATION**




**HIGH-CONTEXT
COMMUNICATION**



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Practice SAR method: Cultural Competency in Customer Service


Situational Questions:

- Imagine you are assisting a customer who comes from a culture where direct eye contact is considered disrespectful. How would you adjust your approach during the interaction?
- You have a team member who frequently makes cultural assumptions about customers based on their appearance or name. How would you address this behavior to promote a more inclusive customer service environment?


Behavioral Questions:

- Describe a time when you had to work with someone from a different cultural background than yours. What challenges did you face, and how did you overcome them?
- Can you provide an example of when you had to modify your communication approach due to cultural differences? What was the outcome?


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Customer Service | Questions



WOODGREEN



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Day 12



Learning Outputs

12.1 Introduction to Excel:

- Gain hands-on experience with Microsoft Excel as a spreadsheet application.
- Understand the basics of Excel's interface and functionality.
- Practice using basic Excel functions, such as data entry, formatting, and simple calculations.

12.2 Proactive Job Search Strategies:

- Learn strategies to maintain control over their job search, including following up with employers, time management, creating an action plan, and staying organized.
- Understand how to prepare for job fairs and coffee chats and what to expect.

12.3 File Management: OneDrive:

- Explore OneDrive for file management and cloud storage.
- Learn how to upload, organize, and retrieve files using OneDrive.

Skills for Success (SFS) - For details, go to *Curriculum Outcome Map* spreadsheet and choose "Day 12" tab.

- **Adaptability**
- Collaboration
- **Communication**
- **Creativity and innovation**
- **Digital**
- Numeracy
- **Problem solving**
- Reading
- Writing

Excel Practice

Check the results of the Excel practice activity by comparing your "My Practice" sheet with the image below:

	A	C	D	E	F	G	H	J	K
1	1. Copy and paste E2 to H2			Copy Me!			Copy Me!		
2	2. Unhide column J								
3	3. Cut and paste E4 to J4							Cut Me!	
4	4. Center the data in F5				***				
5	5. Change the font in G6 to Arial					Times			
6	6. Change the font size of C7 to 12	BIG							
7	7. Underline the text in D8		<u>Underline me!</u>						
8	8. Fill E9 with a black background			Fill me!					
9	9. Fill E10 to H10 by dragging the data from D10		Monday	Tuesday	Wednesday	Thursday	Friday		
10	10. Delete row 1								
11	11. Hide column I (i)								
12	11. Change the name of this sheet to My Practice								
13									
14									
15									
16									
17									
18									
19									
20									
21									
22									
23									
24									
25									
26									
27									
28									

Worksheet tabs: My Practice | Keyboarding 1 | Keyboarding 2 | Keyboarding 3

The Proactive Job Seeker



1

THE PROACTIVE JOB SEEKER

Agenda

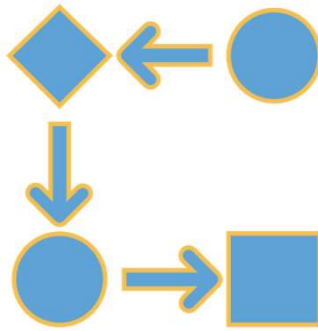
- Employer hiring/recruitment timelines
- Following up with an employer
- Preparing for a job fair
- Informational interviews / coffee chats
- Professional, Responsive, Proactive

TEAM A DIFFERENCE MAKER



2

HIRING / RECRUITMENT TIMELINES



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3

HIRING / RECRUITMENT TIMELINES

Example 1: Company A Recruitment Process



- Stage 1: Phone Screening
- Stage 2: Telephone interview
- Stage 3: Virtual interview #1
Behavioural and situational questions
- Stage 4: Virtual interview #2
Technical questions
- Stage 5: Virtual interview #3
Meet with Company A's client
- Stage 6: Offer of employment

1 week



**** 1 week waiting period ****

Official start date: Training begins

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HIRING / RECRUITMENT TIMELINES

Example 2: Company B Recruitment Process

- Stage 1: Online psychometric assessment
Online simulation assessment
- Stage 2: Telephone interview (5 questions)
- Stage 3: Virtual interview (30-60 minutes)
Behavioural and situational questions)
- Stage 4: Credit and criminal background check
- Stage 5: Offer of employment

} **3-4 weeks**

***** 4 week waiting period *****

Official start date: Training begins

5

HIRING / RECRUITMENT TIMELINES




Persona: Amal's Journey to Employment

March 7	Recommended to employer partner
March 12	Phone interview
March 14	Virtual interview #1
March 15	Virtual interview #2
March 18	Application is unsuccessful
April 12	Applies for new position
May 1	Phone interview
May 9	Virtual interview
May 17	Conditions of employment change
May 20	Applies again
	*** SILENCE ***
July 1	Sends follow-up e-mail
July 7	Background check
July 14	Offer of employment
August 1	Starts new position



6

FOLLOWING
UP WITH AN
EMPLOYER

Be Pro-Active

Ask about next steps and the timeline during your interview!

Forgot to ask? Address next steps in your *Thank You* email (sent within 24 hours of your interview):

Please let me know what next steps are needed from me, or what other information I can provide you during this process. (glassdoor.com)

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FOLLOWING UP WITH AN EMPLOYER



8

Guidelines for Following Up Two Weeks After Interview

- **Purpose:** Reiterate continued interest and inquire about any updates regarding the position.
- **Personalization:** Reference specific topics or discussions from the interview.
- **Gratitude:** Thank the interviewer for their time and consideration.
- **Inquiry on Next Steps:** Politely inquire about the hiring timeline or any recent updates.
- **Tone & Formatting:** Maintain a professional and courteous tone.
- **Sample Email Structure:** Subject Line: "Follow-Up on [Job Title] Interview – [Your Full Name]".



9

FOLLOWING UP WITH AN EMPLOYER

They didn't get back to you when promised

TAKE A DIFFERENCE MAKER



❖ Don't scold or beg

Subject: **Follow up regarding [job title]**

Dear [name],

I was just wondering if you still remember me from our interview two weeks ago? You said that you would get back to me by October 7th, but I still have not heard back from you, and it is now already October 12th. When will you let me know about next steps?

This position is perfect for me, and I promise you won't be disappointed if you hire me. Please give me a chance.

***Thank you,
[Your name]***

10

FOLLOWING
UP WITH AN
EMPLOYER

**Two days after they said they would contact you
OR You haven't heard from them in over a week**



- ❖ Give a gentle nudge

Subject: **Follow up regarding [job title] - [your name]**

Dear [name],

I hope your week is going well. I'm writing to follow up about the [job title] role. I enjoyed our telephone conversation last week, and I'm very interested in the opportunity.

Please let me know if there's any further information I can provide to assist in the decision-making process.

*Thank you,
[Your name]*

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FOLLOWING
UP WITH AN
EMPLOYER

No reply after another week has gone by?



- ❖ Check-in (more forceful)

Subject: **Checking in: [job title]**

Dear [name],

I thought I'd check in as, during our last interview, you mentioned that you'd be making the final decision for the [job title] role by [date].

Please let me know if you have any updates and if you need any additional information from me.

*Regards,
[Your name]*

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Discussion

- Do you usually follow-up after an interview?
- How do you decide the appropriate timing for a follow-up after an interview without appearing too eager or uninterested?
- Have you ever proactively sought feedback after being informed that your application was unsuccessful? How did you approach this?



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FOLLOWING
UP WITH AN
EMPLOYER

Didn't get the job?

- ❖ Ask for feedback

Subject: **Re: [job title]**

Dear [name],

Thank you for the update. I enjoyed meeting you, and I valued the opportunity to learn more about [company].

If possible, I'd love some feedback about my interview skills and overall qualifications. I'm always looking for ways to improve, and I would appreciate your insight.

Thanks again for the opportunity. If another role with a better fit opens up, please don't hesitate to contact me.

*Thank you,
[Your name]*

TEAM A DIFFERENCE MAKER



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JOB FAIRS



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JOB FAIRS

- Have you ever attended a job fair (in-person or online)?
- Do you have any job fair experiences (positive or negative) that you would like to share?
- How did you prepare for the job fair in terms of researching companies, updating your resume, and practicing your elevator pitch?
- Can you describe a memorable interaction or connection you made with a recruiter or company representative during the job fair?

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Prepare for Job Fair



https://youtu.be/lJpXNBjx_rA

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JOB FAIRS

Prepare!

- ❖ Research the company

Step 1 Determine if this would be a good use of your time
Is there an open position that you are interested in?

Step 2 Decide if and why you want to work for them by...

- Learning about the company
- Following them on social media
 - *What do they do? Who are their customers? Where do they operate?*
 - *Have they been in the news? Have they or their employees posted anything interesting on social media?*

Step 3 Articulate why you want to work for them



- *Do you like their product? Do you share their values?*
- *Did a recent news article about them impress you?*

https://youtu.be/lJpXNBjx_rA

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JOB FAIRS

Impress them!

Greet 1. *Hi, my name is ... and I'm happy to meet you.*
 2. *I'm interested in [company] because [reason]*
 OR *I just read about [news event] and ...*

Make small talk *What do you do at [company]? / Do you often attend virtual career fairs?*

Make your move 1. *I noticed that you're looking for [job title].*
 2. *[Value proposition/Elevator pitch]*
 3. *Does that sound like what you're looking for?*
 OR *My understanding is that ... - is that right?*

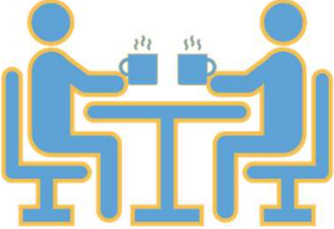
Close it *How should I follow up? / Where can I send my resume for [job title]. / How can I stay in touch?*

https://youtu.be/lJpXNBJx_rA
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INFORMATIONAL INTERVIEWS


COFFEE CHATS



1/200 online job applications result in a job offer

vs

1/12 informational interviews result in a job offer



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INFORMATIONAL INTERVIEWS / COFFEE CHATS



What?

- An opportunity to learn more about a person's job or the company that they're currently working for.
- Casual, informal conversation: don't expect that it will directly lead to a job.

Who?

- People who work(ed) in positions or at companies you want to learn more about.
- People you already have a connection with in some way, or people on your peer level (they would be colleagues or on your team)

How?

- Persist: accept that you may need to send several requests to get one yes.
- Do research about the person before reaching out.
- Start off with any connection you may have with them.
- Be honest about why you're reaching out.
- Give two or three questions you'd like to discuss.
- Offer a few possible 15- to 30-minute timeslots.

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How to Land an Informational Interview and the Best Questions to Ask!

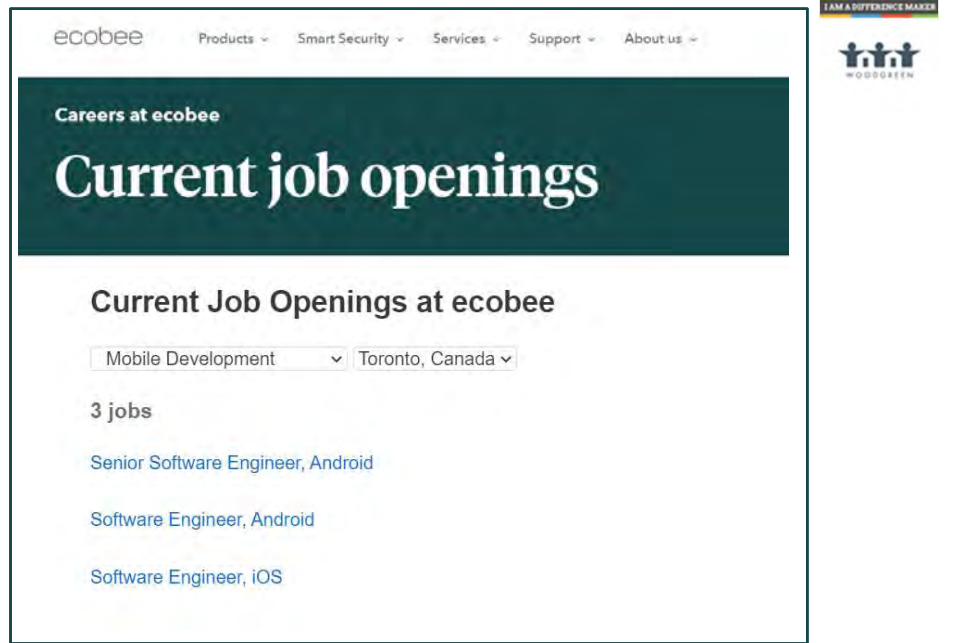
<https://youtu.be/BdC5-q2Fc0U>



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INFORMATIONAL
INTERVIEWS /
COFFEE CHATS

1. Find a company you'd like to work at and look them up on LinkedIn

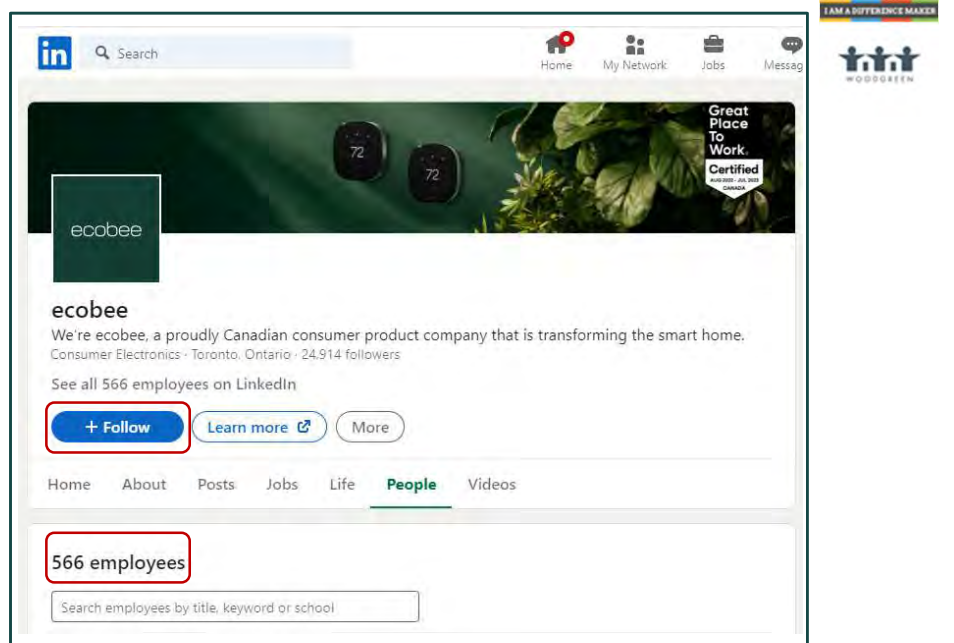


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2. Click on the People tag to see a list of people who work there

3. Use filters and keywords to narrow it down to people who work in roles that you might be interested in



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4. Send a personalized connection request

5. Don't ask for something immediately. First, build a connection: occasionally like or comment on their posts

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INFORMATIONAL INTERVIEWS / COFFEE CHATS

6. Reach out

❖ Asking for an informational interview

Hi [name],

I see that you just started a new job as a Technical Support Specialist at Ecobee. Congratulations! ⇒ Start with a connection

I'm doing an IT Essentials course right now, and I'm very interested in how you made the transition from X to Y. ⇒ Reason for reaching out



Would you have time for a 15 minute Zoom chat sometime next week? I'd be happy to set it up. I'm free on Tuesday, Thursday, and Friday between 1pm and 5pm. ⇒ Easy ask & offer of value

No trouble if this isn't a good time – I expect that you must be quite busy in your new role. ⇒ Remove the pressure

Thanks,
[Your name]

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INFORMATIONAL
INTERVIEWS /
COFFEE CHATS

❖ Asking for an informational interview

Dear [name],

I really enjoyed getting to know you in the Soft Skills training program. I hope you've been well. ⇨ Start with a connection

I recently came across a job posting for a [job title] at [organization], and I think my [skills/experience] would make me a great fit. ⇨ Offer of value

You mentioned that you used to volunteer with them, and I was wondering if I could ask you a few questions about your experience. For example:

- *What challenges did you face during your time at [organization]?*
- *What surprised you most about volunteering there?* ⇨ Reason for reaching out

I could give you a ring on Tuesday, Thursday, or Friday between 1pm and 5pm if you have 20 minutes to spare. If not, no problem – I thought it wouldn't hurt to check-in with you. ⇨ Easy ask



⇨ Remove the pressure

Regards
[Your name]

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INFORMATIONAL
INTERVIEWS
TIPS

Do:

- **Be Prepared:** Research the individual beforehand and have specific questions or topics you'd like to discuss.
- **Be Punctual:** Arrive on time or join the virtual coffee chat promptly to show respect for the other person's time.
- **Be Engaged:** Listen actively, ask thoughtful questions, and show genuine interest in the conversation.
- **Be Authentic:** Be yourself, share your experiences, aspirations, and interests genuinely.
- **Show Appreciation:** Thank the individual for their time, insights, and advice at the end of the coffee chat.

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INFORMATIONAL INTERVIEWS TIPS

Don't:

- **Don't Overshare:** While it's essential to be open, avoid sharing overly personal or sensitive information unless it's relevant to the conversation.
- **Don't Dominate the Conversation:** Ensure it's a two-way dialogue and avoid monopolizing the discussion.
- **Don't Be Disorganized:** Have a clear agenda or topics in mind to discuss, so the conversation flows smoothly.
- **Don't Forget to Follow Up:** Neglecting to send a thank-you note or email can leave a negative impression. Always acknowledge and appreciate the individual's time and insights.

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PROFESSIONAL | RESPONSIVE | PROACTIVE




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PROFESSIONAL
RESPONSIVE
PROACTIVE


Clichés for the Job Seeker



- Keep applying
- Take ownership of your job search



- Be responsive
- Be professional in all your communications





KEEP CALM AND DON'T TAKE IT PERSONALLY

- Accept that there will be factors outside of your control
- Focus your energy on what you can control

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PROFESSIONAL
RESPONSIVE
PROACTIVE

❖ Turning down a job offer

Dear [name],

Thank you very much for offering me the position of [job title] with [company].

- *It was a difficult decision to make, but I have decided to pursue a position with another company.* ⇒ Say thank you
- *After much thought, I've decided that now is not the best time to leave my current position.* ⇒ Give a reason
- *While I would love to work for [company], the salary does, unfortunately, not meet the financial requirements of my current situation.* ⇒ Be gracious

I wish you all the best in your search for a candidate. Thank you again for this opportunity.

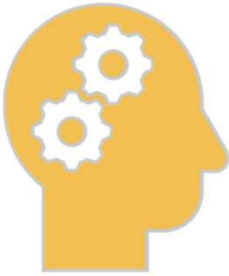
*Regards,
[Your name]*

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PROFESSIONAL
RESPONSIVE
PROACTIVE

Keep Learning



- ❖ LinkedIn Learning
- ❖ MOOCs
- ❖ Micro-Credentials
- ❖ Social Media


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Get an exclusive look at LinkedIn's most in-demand skills for 2024




CONSUMER CONFIDENTIAL

IMPORTANCE OF SKILLS

25% OF NECESSARY JOB SKILLS HAVE CHANGED SINCE 2016

65% WILL CHANGE BY 2030

<https://youtu.be/g-Okqu0C8X4?>



TODAY

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Acquiring In-Demand Skills

Identifying In-Demand Skills:

- **Industry Research:** Regularly conduct research on industry trends, market reports, and future predictions to identify emerging skills and technologies that are gaining prominence.
- **Networking:** Attend industry events, conferences, and seminars to connect with professionals.
- **Skill Gap Analysis:** Compare your current skill set to the requirements and trends in your industry.



Acquiring Skills:

- **Online Learning Platforms:** Enroll in courses on platforms like LinkedIn Learning, and choose courses aligned with identified in-demand skills.
- **Industry Certifications:** Pursue certifications recognized in your industry to validate your expertise and enhance your marketability.
- **Cross-Functional Training:** Explore skills beyond your current job role that complement your expertise.



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PROFESSIONAL
RESPONSIVE
PROACTIVE



Keep Learning

Home > News > Education

PG

The 10 Highest-Paying IT Certifications for 2022

The IT landscape is constantly evolving, which means it's never the wrong time to get certified in new tech skills. We found the 10 certifications that can boost your earnings the most in 2022 and where you can find training to earn them.

 WebsiteBuilderExpert
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Product Solutions Clients Resources Contact

Home » Grow Online » Digital Skills to Learn at Home (2022) | Our Top 4 Pick

Digital Skills to Learn at Home (2022)

Last updated on March 23, 2022 by Maura Monaghan in Grow Online | Comm

Top Tech Skills to Learn

1. **Design** – how to create stunning visual work.
2. **Copywriting** – how to maximize the impact of your words.
3. **SEO** – how to optimize a website to rank in search engine results.
4. **Coding** – how to learn the basics without a computer science degree.

8 Essential Skills for Retail Employees & How to Assess Them

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PROACTIVE

MOOCs: Massive Open Online Courses

Udemy

Future Learn

UDACITY

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MOOCs: Massive Open Online Courses

Discover free online courses from top universities, providers, and institutions

~1000 Universities	40+ Providers	400+ Institutions
Harvard University IIT Kharagpur Rice University Columbia University U. of Edinburgh U. of Pennsylvania U. of Michigan	Stanford University MIT IIT Madras Cornell University Purdue University Duke University	Coursera edX FutureLearn Udacity Swayam Miriadax France Université Numérique Courses
		Google Amazon Microsoft IBM Smithsonian United Nations British Council

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RESPONSIVE
PROACTIVE

Micro-credentials

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PROACTIVE

Micro-credentials

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RESPONSIVE
PROACTIVE

Micro-credentials

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PROACTIVE

Stay Curious & Engaged with Social Media

- Monitor and participate in conversations in real time
 - ✓ Search hashtags
- Stay informed of news and trends
 - ✓ Follow experts in your field

- Stay informed of news and trends
 - ✓ Join industry-specific groups
 - ✓ Follow experts
 - ✓ Search & follow hashtags
 - ✓ Showcase your learning
 - ✓ Add badges to your profile

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Develop an Action Plan

The importance of setting **SMART** goals (Specific, Measurable, Achievable, Relevant, Time-bound) for the job search process.

- **Clarity:** Specific goals provide a clear direction for the job search process.
- **Focus:** Measurable goals help in staying focused and avoiding distractions.
- **Motivation:** Achievable goals create a sense of accomplishment and motivate continued effort.
- **Relevance:** Goals aligned with career objectives increase the chances of finding the right opportunities.
- **Time Management:** Time-bound goals ensure effective time management during the job search.

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Develop an Action Plan

Define your career objectives and identify specific milestones you want to achieve.

- **Career Objective:** Secure a Store Manager position in three months
- **Milestone:** Submit a minimum of 10 tailored job applications per week this month

Break down goals into smaller, manageable tasks with clear timelines.



- submitting 100 applications per week
- attending 3 networking events by the end of May
- doing 2 hours of online job search every Tuesday night

What's your action plan / job search strategy?

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Staying Organized
During the Job
Search

Create an Action Plan

Quarterly	<ul style="list-style-type: none"> Set a long-term goal Learn a new skill
Monthly	<ul style="list-style-type: none"> Create a schedule Research upcoming job fairs and hiring events Document your achievements Update your master resume with newly acquired skills
Weekly	<ul style="list-style-type: none"> Set short-term goals that support your long-term goal Organize your inbox, desktop, folders, and files
Daily	<ul style="list-style-type: none"> Apply for jobs Engage with content on social media



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Implementing organization tools and techniques

These tools and techniques can help you stay organized during your job search:

- Digital tools:** Recommend online job tracking systems (Trello, Asana, Excel), to manage applications, deadlines, and follow-ups.
- Calendar management:** use calendar apps or software to schedule job search activities, interviews, and networking events.
- Document organization:** keeping resumes, cover letters, and other application materials organized in a dedicated folder or cloud storage system (Google Drive, OneDrive).
- Networking notes:** maintain a document or spreadsheet to record key information about networking contacts, conversations, and follow-ups.

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Staying Organized
During the Job
Search



Organize Your Inbox

- Use a designated email for employment
- Unsubscribe from unwanted newsletters/ promotional emails
- Set reminders

Organize Files

- Create folders for: job postings, resumes, cover letters
- Create a master resume
- Use a file naming convention
 - Lopez_P RBC Resume.docx
 - Lopez_P RBC Cover Letter.docx
 - Customer Service Resume April 2022



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Informational Interview Questions

1. What are your main responsibilities in your role?
2. What was your entry-position into this field /department?
3. In your experience, what are the must-have top 3 skills needed by someone looking to be successful in this industry?
4. What is your favourite part of your position and why?
5. No job is perfect, could you please describe your least preferred part of your role?
6. How would you describe the culture in your department?
7. What type of software do you use in your job/ what software systems should I learn to get a job in ____? Such as ____
8. Is there any additional training that I may need in order to get a position in ____?
9. Can you recommend any associations or committees I could get involved in that might help to obtain a position in the field? Such as __, __ or ____
10. What are the most effective strategies for getting a position in this field?
11. What current trends and issues are there in the field that I should be aware of?
12. What would you like to see change in ____? How can we do better? Or what is missing?
13. What advice could you give for someone who is entering this field?
14. What Industry Experts do you follow?
15. This has been so helpful, thank you very much. Is there another ____ expert that you could introduce me to?



Day 13



Learning Outputs

13.1. Conflict Resolution:

- Explore and learn de-escalation techniques for managing conflict and difficult situations effectively.
- Understand the principles of communication and behavior that can help diffuse tension.

13.2 Teamwork and Organizational Structure:

- Understand the fundamental principles and dynamics of teamwork, including roles, responsibilities, and effective communication strategies within a group setting.
- Recognize how teamwork integrates with organizational structures, emphasizing the importance of coordination, collaboration, and alignment with company objectives and hierarchical relationships.
- Engage in the Spaghetti Marshmallow Tower Challenge to experience teamwork dynamics and reflect on individual roles, decision-making processes, challenges faced, and communication strategies employed during the activity.

Skills for Success (SFS) - For details, go to *Curriculum Outcome Map* spreadsheet and choose "Day 13" tab.

- **Adaptability**
- **Collaboration**
- **Communication**
- **Creativity and innovation**
- **Digital**
- Numeracy
- **Problem solving**
- Reading
- Writing

I AM A DIFFERENCE MAKER



Conflict Management with Customers

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1

1

Customer Service

Agenda





Agenda

- Strategies: Defusing Difficult Situations
- Communicating your Customer Service Approach

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2

Customer Service
Active Listening




Why Important?

- ❑ You cannot find an effective solution unless you truly understand what the problem is.
- ❑ Carefully listening to customer questions and answers may help you identify and address problems before they escalate.
- ❑ Someone may feel upset precisely because they feel that they have not been listened to.
- ❑ When someone is upset, it can lead to them talking quickly or rambling.

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3

Customer Service
Active Listening




Encourage To convey interest	<i>Hmm, hmm I understand</i>	Reflect To show you understand how they feel	<i>It must be frustrating for you when that happens.</i>
Clarify To help you understand	<i>What is the difference between this function and that function?</i>	Summarize To review progress and move on	<i>So, what you'd like me to do is ...</i>
Restate To check for accuracy	<i>Do you mean...?</i>	Validate To acknowledge their feelings	<i>Thank you for telling me how you feel.</i>

V1

4



Reflect

- Could being empathetic and using active listening prevent a situation from escalating? How?
- How do you usually respond to conflict?
- Have you ever had to deal with someone who was angry or upset at work? What happened?
- Do you know have any strategies for dealing with conflict or for de-escalating a situation?

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Strategies - Watch

Group 1: [How to de-escalate someone](#) (8 mins)

- What are the 3 keys to de-escalation mentioned in the video?
- How useful, do you think, this technique would be in a customer service setting?



Group 2: [The 3R De-escalation Method: Mini Workshop](#) (11 min)

- What do the 3Rs stand for?
- How useful, do you think, this technique would be in a customer service setting?

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Customer Service | How to de-escalate someone



<https://youtu.be/4qsfBCatgX8>

7

Customer Service | The 3R De-escalation Method: Mini Workshop




**The 3R Method
for De-escalating
in the COVID-19
Era**


<https://youtu.be/7-SoK140jzU>

Mini Workshop

8

Customer Service
Problem-Solving and De-Escalation


Strategies - Discuss





Introduce your technique:

- *What are the different components?*
- *Why would/wouldn't it be useful in a customer service setting?*
- *Would you add/change anything to the technique you learned about after hearing about other techniques?*
- *What have you learned about conflict management and de-escalation that you would like to apply?*

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Customer Service
Problem-Solving and De-Escalation




Do:

- Respond to the customer tone and pace
- Say: "I would like to help."
-
-
-

Don't:

- Say: "Calm down."
- Make assumptions.
-
-

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10

Customer Service
Communication

Questions



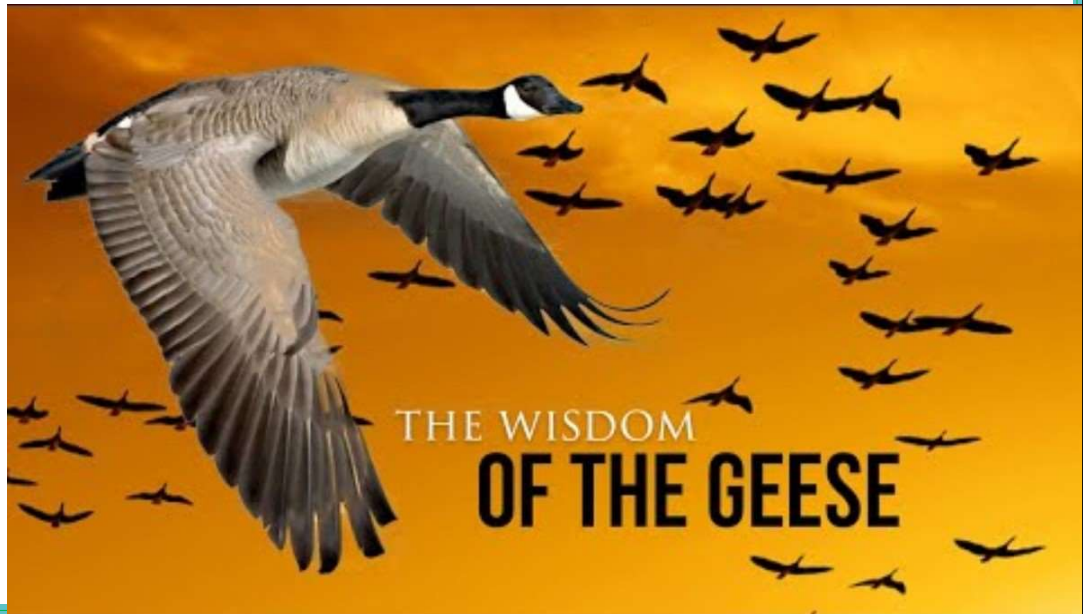
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Home & Office Supplies: Delivery Error Log

Company Name	Product Ordered	Quantity Ordered	Product Delivered	Quantity Delivered	Action	Notes	Agent Name
Office Max	Canon Printer	2	Canon Printer	3	Send driver to pick up extra printer	Pick up Monday, Wednesday, and F	Agnes
WoodGreen	Snowy White Copy Paper	2 boxes	Off-White Copy Paper	2 boxes	Send correct paper by special deliv	Client will not be charged for incorr	Pablo
GR Accounting	HP Printer	1			Expedite delivery	Added 2 complimentary cartridges f	Pablo
Thomson Electronics	HP 356 Printer Cartridge	25					

Instructions: Listen to the conversation between Agnes from Home & Office Supplies and Thomson Electronics
 Complete the missing information in the table above
 Wrap the text in columns G and H
 Correct the spelling mistakes in H4, H5, and H6

Wisdom Of The Geese



<https://youtu.be/y-ezwb-lyw8>

1

Collaboration | Conflict Resolution at Work

- Collaboration**
- Organizational Structure
- What is Conflict?
- Conflict Resolution at Work



2



What is Collaboration?

Collaboration is an important skill in almost any job.

On a soccer team, each player has a role. One person kicks the ball into the net, but the whole team, working together, makes that goal possible.

At work, when everyone is a good team player, the work gets done better and faster. The job is also more enjoyable, because people respect and support each other.



Collaboration is working well with other people. It's also about treating people kindly.



Let's talk about it

- What does collaboration mean to you?
- Have you ever worked in a place where you had a good team? What impact did good teammates have on you and the job?
- What can bosses, coaches or teachers do to encourage good collaboration?

People with strong collaboration skills:

- take responsibility for finishing their work
- cooperate with and help others to get the job done
- think about the whole team's job, not just their own
- treat everyone with respect
- focus on solving problems, instead of placing blame

3

3



Getting started

How are your collaboration skills? Thinking about it honestly will help you discover what your strengths are, and where there is room for improvement.

For the chart below, think of your most recent jobs or other situations where you worked with a group of people.

For each skill listed below, give yourself a rating from 1 to 5.

5 = I am good at this. Co-workers can count on this behaviour from me.

4 = I am pretty good at this. I demonstrate this skill most of the time.

3 = I'm average - not great, but not bad either.

2 = I try, but it's a challenge for me.

1 = This one is definitely not my strong point.



Reliability I can be counted on to get the job done and do what I say I will do.	1	2	3	4	5
Cooperation I pitch in to help others, share information and knowledge, and look out for co-workers as well as myself.	1	2	3	4	5
Communication I listen with respect, share my ideas, and try to resolve conflicts.	1	2	3	4	5
Flexibility I can adapt when changes or new plans arise.	1	2	3	4	5
Commitment I give my best effort and see the job through.	1	2	3	4	5
Respect I am polite and considerate to all co-workers. I respect everyone's role.	1	2	3	4	5
Problem-solving I focus on solutions, rather than finding fault or placing the blame on others.	1	2	3	4	5

4

4

The best teams have this secret weapon | Adam Grant



<https://youtu.be/hPgY45xsGsU?>

5

Collaboration & Conflict Resolution at Work

- Collaboration
- Organizational Structure**
- What is Conflict?
- Conflict Resolution at Work



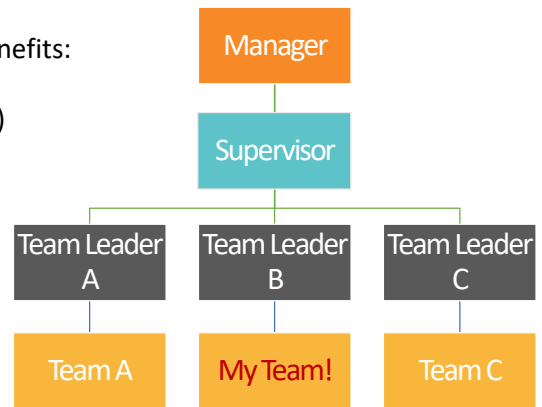
6

Organizational Structure

An organizational structure identifies company decision-makers and shows how employees at all levels relate to and communicate with each other. Managers look for employees who, not only keep their work area organized, but for those who can also adjust quickly to the organizational structure of a company and understand how to work in a complex system.

Knowledge of an organization's structure has many benefits:

- Improved relationships
- Better communication (with the right people)
- Improved ability to follow directions
- Confidence when giving directions
- Better understanding of your role and where you fit in
- Ability to contribute to the company's vision



7

Organizational Structure

Not following the organization structure can negatively your reputation and your relationship with others.

Disregarding the organizational structure can:

- Create an atmosphere of distrust
Is he/she/they trying to embarrass me or show me up in front of my manager?
- Reflect badly on you
- He/She/They doesn't know his/her/their place in the organization.
He/She/They is unprofessional.
He/She/They lacks initiative and the ability to solve problems.*
- Negatively affect your chances of being taken seriously
He/She/They runs to management about every minor issue.

8

8

Organizational Structure

Understanding the organization structure, the teams, and who your supervisor will be is one of the first steps you should take when starting a new job.

Learn about an organization's structure by:

- Visiting their website
- Carefully reading the job description ("reports to ..")
- During your training and orientation – make notes!
- By asking questions ("Who should I speak to about ...?")

Adhere to the organizational structure by:

- Following the appropriate channels when you have a complaint
- Directing questions about payment, your schedule, etc. to the relevant department
- Informing the right people if you:
 - are going to be late
 - will be off sick
 - get hurt on the job
 - need time off

9

9

Collaboration & Conflict Resolution at Work

- Collaboration
- Organizational Structure
- What is conflict?**
- Conflict Resolution at Work



10



Let's talk about conflict

At work or at home, some conflict is normal. It's not pleasant, but it's not always a bad thing.

Conflict is a sign that there is a problem that needs fixing. If you can focus on solving the problem rather than just being mad at the other person, then a good outcome is often possible.



Conflict resolution is a way of dealing with conflict. It looks at everyone's concerns and tries to find a solution that works for everyone.



What's your conflict style?

Leah believes in speaking up for herself. When somebody annoys her or does something wrong, no matter how small, she is quick to confront them. "It's better that I deal with it now, before it grows into a bigger problem," she says.

- What is good about Leah's approach?
- What might cause problems?
- Is this good collaboration?

Stefan likes to keep things friendly at work and avoids conflict. He usually keeps quiet about things that bother him, even when they are quite serious. "I'd rather get along with my co-workers," he says. "I don't want to make trouble for people."

- What might be good about Stefan's approach?
- What might cause problems?
- Is this good collaboration?

Collaboration & Conflict Resolution at Work

- Collaboration
- Organizational Structure
- What is conflict?
- Conflict Resolution at Work**



13

Tips for Conflict Resolution

The ability to sort out everyday conflicts in a peaceful way is a valuable skill for everyone. It's also helpful in our personal lives. Here are some tips:

- ✓ **Pick your battles.** We all make mistakes or do things that bother people without realizing it at times. If a co-worker forgets to refill the coffee or is late with a task once, it's often best to ignore it and carry on. However, it is important to deal with ongoing or serious problems.
- ✓ **Discuss it after some time has passed and you are less angry.** For example, on a lunch break or after work, ask your co-worker, "Could we take a few minutes and talk about what happened at the meeting today?"
- ✓ **Describe the problem, not the other person. Stick to the facts.** When you accuse or insult someone, they naturally become angry and defensive, which doesn't help. For example, saying, "Yesterday I had to stay late to clean up both my station as well as yours and then I missed my bus," will likely work better than saying the other person made you miss your bus.
- ✓ **Include their point of view.** You could say, "I understand that it was really busy yesterday and that you needed to leave right after your shift."
- ✓ **Suggest a fair solution.** "Would you be willing to start cleaning up your station a bit earlier from now on?" Or you could ask, "How can we work together to fix this problem?"

14

How To Deal With Workplace Conflicts



<https://youtu.be/qDfSYz0PX9g?>

15

Activity: Spaghetti Marshmallow Tower Challenge

TASK - Design and construct the **tallest** free-standing tower possible using the spaghetti sticks and marshmallows in 20 minutes



- Build tower using **ONLY** the listed materials (Spaghetti noodles and Marshmallows)
- The tower must stand on its own without any external support.
- The tower's height will be measured from its base to the highest point of the marshmallow.

- Divide into small teams of 3-5 members each
- You are encouraged to share ideas, test different designs, and collaborate on building techniques. Everyone needs to respect each role's responsibilities.
- At the end, you need to present your tower to the class, talk about strategies employed, and describe how each member contributed to the tower's construction.

16

Debrief Questions

- What specific role did you take on within your team and why?
- How did your team make decisions during the activity? Was there a specific process or strategy you followed?
- What were some challenges your team faced during the building process?
- How did your team ensure that everyone's voice was heard throughout the activity?
- If you were to do this activity again, what would you do differently, either individually or as a team?
- How can the principles of communication, collaboration, and problem-solving observed during this activity be beneficial in real-world teamwork situations or professional environments?



Day 14



Learning Outputs

14.1 Reflection on Accomplishments:

- Collaboratively brainstorm and recognize the skills they have developed throughout the course, demonstrating the ability to communicate their learning experiences and achievements clearly and confidently.
- Acknowledge and celebrate their course accomplishments, recognizing the value and significance of their newly acquired skills and knowledge in enhancing their personal and professional development

14.2 Presentation Skills:

- Learn how to structure presentations with clear introductions, well-organized main points, and effective conclusions, ensuring coherence and audience comprehension.
- Understand basic verbal communication techniques such as vocal clarity and pacing, as well as introductory non-verbal cues like eye contact and posture, essential for effective presentation delivery
- Develop awareness of common presentation anxieties and explore initial strategies for managing nervousness and building confidence.

Skills for Success (SFS) - For details, go to *Curriculum Outcome Map* spreadsheet and choose "Day 14" tab.

- **Adaptability**
- **Collaboration**
- **Communication**
- Creativity and innovation
- **Digital**
- **Numeracy**
- Problem solving
- Reading
- **Writing**

International Electronics: Overcharge Log

Client Last Name	Client First Name	Contact Number	Order Number	Product	Date Charged	Original Amount	Amount Charged	Overcharged Amount
Brown	Jason	0091 44 2202 1655	XE254	Digital alarm clock	23-May-2023	\$49.00	\$55.00	\$6.00
Lee	Sujin	0081 34 8900 3254	R8567	Camera	20-May-2023	\$99.00	\$125.00	
Jones	Andrea	001 423 443 6342	RG223	Fitbit	15-May-2023	\$120.00	\$130.00	
Mohammad	Joe	0081 33 8954 3454	XE244	Digital alarm clock	25-May-2023	\$49.00	\$55.00	
							=	

Instructions:

- Listen to the conversation between Rhea and a customer service advisor
- Enter Rhea's information into the table above
- Use a formula in J4 to calculate the overcharged amount: =I4-H4
- Drag the data in J4 down to populate J5 to J8
- Sort the data in the table from highest Overcharged Amount to lowest

I AM A DIFFERENCE MAKER



Presentation Skills

WoodGreen Community Services

1

1

5 Ways to Calm Your Pre-Interview Nerves & Be Prepared!

Pre-Interview Nerves

indeed

<https://youtu.be/hPqn85XAVW4?>



2

Reflection – Interview Anxiety

- Have you ever felt anxious about an upcoming presentation or interview?
 - Presentation or interview anxiety could be...
 - Activities for releasing anxiety could be...
 - A communication barrier could be...
 - My personal strategy could be....
- Identify your physical attributes to anxiety
 - Make a list of symptoms you experience when you have interview anxiety

3

Practice Time: Peer Interview

- Split into groups of 3 people
- Each person is asked 2 interview questions (each question 2 min. approx – 5 min max)
- Have one interviewer, one interviewee, one recorder who types answers.
- Recorder types/ write down answers, positive feedback, one follow up question
- After session, participants receive feedback

4

4

Presentation Preparation – Peer Support and Feedback

1. Think about your presentation topic and what you want to cover (e.g. a SAR story, an accomplishment achieved in the program).
2. Practice.
3. Present to the class.



5



Day 15



Learning Outputs

15.1. Worker Rights Awareness (i.e. Employment Standards Act, Ontario Human Rights Code):

- Gain a general understanding of the Employment Standards Act, which governs employment standards in Ontario, Canada.
- Increase awareness of their rights as workers, including key entitlements under employment laws.
- Understand the scope and objectives of the Ontario Human Rights Code, which protects against discrimination in various aspects of life, including employment.
- Learn how to access resources and support related to their rights as workers, including government agencies and advocacy organizations.

15.2. Responding to Criticism:

- Reflect on their experiences in dealing with criticism, whether in personal or professional contexts.
- Practice active listening techniques to enhance their communication and interpersonal skills.
- Explore strategies for effectively handling criticism or constructive feedback.

Skills for Success (SFS) - For details, go to *Curriculum Outcome Map* spreadsheet and choose "Day 15" tab.

- **Adaptability**
- Collaboration
- **Communication**
- **Creativity and innovation**
- **Digital**
- Numeracy
- **Problem solving**
- **Reading**
- Writing

I AM A DIFFERENCE MAKER



KNOW YOUR RIGHTS

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WoodGreen Community Services

1

1

Know Your Rights


Discussion



- What does ESA stand for?
- Have you ever consulted the ESA of the Ontario Human Rights Code?
- Have you ever found yourself in a situation when you felt unsure about your rights at work?
- What topics are you interested in learning more about?


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Know Your Rights


Workshop Purpose



- To provide a general overview of the ESA & Ontario Human Rights Code
- To raise awareness of your rights as a worker
- To direct you to resources where you can find answers to questions specific to your situation


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3



Know Your Rights

Agenda



- ESA Poster & Introduction
- ESA Topics
 - Hours of work
 - Wages & Deductions
 - Overtime
 - Public Holidays
 - Leave
 - Termination Notice & Pay
- The Ontario Human Rights Code
- Recourse & Resources

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Know Your Rights

ESA Poster & Introduction

Ministry of Labour, Training and Skills Development

Employment Standards in Ontario

The Employment Standards Act, 2000 (ESA) protects employees and sets minimum standards for most workplaces in Ontario. Employers are prohibited from penalizing employees in any way for exercising their rights under the ESA.

What you need to know

Public holidays
Ontario has a number of public holidays each year. Most employees are entitled to take these days off work and be paid public holiday pay. Visit [Ontario.ca/public_holidays](https://ontario.ca/public_holidays).

Hours of work and overtime
There are daily and weekly limits on hours of work. There are also rules around meal breaks, rest periods and overtime. Visit [Ontario.ca/hourly_work](https://ontario.ca/hourly_work) and [Ontario.ca/overtime](https://ontario.ca/overtime).

Termination notice and pay
In most cases when terminating employment, employers must give employees advance written notice of termination or termination pay instead of notice. Visit [Ontario.ca/termination/employment](https://ontario.ca/termination/employment).

Learn more about your rights at [Ontario.ca/employmentstandards](https://ontario.ca/employmentstandards)
1-800-531-5551 or TTY 1-866-567-8893
#ONNetwork @OntarioAtWork @OntarioAtWork

Ministry of Labour, Training and Skills Development

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Employee? Gig worker? Contractor?

- Bill 88 came into effect in April 2022. Bill 88 enacts the *Digital Platform Workers Rights Act*, which will come into force in the future
- This Act would guarantee workers previously treated as independent contractors (e.g. Uber drivers) minimum wage, tip protection, etc.

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Know Your Rights

ESA Poster & Introduction

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Not protected under the ESA:

- Federal employees (e.g. post office workers)
- Employees performing work approved by a college or university
- People who do community participation for OW

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Know Your Rights

ESA Poster & Introduction

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Termination notice and pay
In most cases when terminating employment, employers must give employees advance written notice of termination or termination pay instead of notice. Visit Ontario.ca/terminationofemployment.

Vacation time and pay
There are rules around the amount of vacation time and pay employees earn. Most employees can take vacation time after every 12 months of work. Visit Ontario.ca/vacation.

Leaves of absence
There are a number of job-protected leaves of absence in Ontario. Examples include sick leave, pregnancy leave, parental leave and family caregiver leave. Visit Ontario.ca/ESAguide.

Minimum wage
Most employees are entitled to be paid at least the minimum wage. For current rates visit Ontario.ca/minimumwage.

Other employment rights, exemptions and special rules
There are other rights, exemptions and special rules not listed on this poster, including rights to severance pay and special rules for assignment employees of temporary help agencies. Subscribe to our newsletter and stay up to date on the latest news that can affect you and your workplace. Visit Ontario.ca/labournews.

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[@ONTatwork](https://twitter.com/ONTatwork) [@OntarioAtWork](https://facebook.com/OntarioAtWork) [@Ontarioatwork](https://youtube.com/Ontarioatwork)

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Know Your Rights

ESA Poster & Introduction

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Employment Standards in Ontario

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Know Your Rights | Hours of Work



Case Study


Sanjit works as a warehouse associate. His employer has a permit which allows all employees to work 10 hours a day (as long as they work no more than 48 hours a week). One day, after finishing his regular 8-hour shift, Sanjit is told that he has to work 2 more hours because three of his colleagues have called in sick. Sanjit is tired and does not want to work. **Can he refuse?**

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Know Your Rights | Hours of Work

<https://youtu.be/9b-XyYEthYU>




- Daily limit: 8 hours
Weekly limit: 48 hours
- Limits can be exceeded:
 - if there is a written or electronic agreement
 - in exceptional situations, i.e., emergencies
- Work Time: When you are actually working or not working but required to stay at the workplace
 - Excludes: lunch breaks
 - Includes: mandatory training

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Know Your Rights

Hours of Work





Case Study


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Know Your Rights

Wages & Deductions



Minimum Wage

- a. \$12.55 → Liquor Server – eliminated
- b. \$14.10 → Students
- c. \$15.50 → **General minimum wage until 30 Sept. 2023**
- d. \$16.55 → **General minimum wage from 1 Oct. 2023**
- e. \$16.50 → Homeworker


FUN FACT #1
3-hour rule


FUN FACT #2
Room & board affect
minimum wage

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Know Your Rights | Tips & Other Gratuities





- Not included when calculating minimum wage, overtime pay, etc. (Tips \neq Wages)
- Cannot withhold tips or make deductions for spillage, breakage, losses, etc.




- Employers can decide if tipping is allowed
- Distributed within a “reasonable time frame”
- Tip pooling is allowed (Terms cannot be enforced by the ESA)

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Know Your Rights | Wages & Deductions




Discussion

- What kind of deductions, do you think, are allowed?
- Have you ever felt confused by the money that an employer deducted from your wages?


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https://youtu.be/p_ekBetyaWo

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<div style="display: flex; justify-content: space-between; align-items: center;"> Know Your Rights Wages & Deductions  </div>	
<p>Scenario 1 You have just finished a shift as a cashier and the cash register is \$15 short. You and one other cashier were the only two people with access to the cash register. Your employer deducts \$7.50 from each of your wages for that day.</p>	<p>Scenario 2 You are a waiter, and one of your customers has just walked out without paying her bill of \$35. The other waiters all kindly pitch in to help cover the \$35 that your employer will deduct from that shift's wages.</p>
<p>Scenario 3 You have to wear a uniform at work, and your employer requires you to pay \$60 for it. You sign a written authorization in which you agree to have \$20 deducted from your next three paychecks.</p>	<p>Scenario 4 You work at a bicycle repair shop, and you have accidentally charged a customer \$20 for a part that actually costs \$45. You sign a written authorization in which you agree to have \$25 deducted from your wages.</p>

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<div style="display: flex; justify-content: space-between; align-items: center;"> Know Your Rights Wages & Deductions <div style="text-align: right;"> https://youtu.be/RkRrPOzBDak  </div> </div>	
<p>Deductions</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Employment Insurance (EI) <input checked="" type="checkbox"/> Canada Pension Plan (CPP) <input checked="" type="checkbox"/> Taxes <input checked="" type="checkbox"/> Court order <input checked="" type="checkbox"/> Written authorization <input checked="" type="checkbox"/> "Faulty work" <input checked="" type="checkbox"/> Cash shortages (unless <u>only</u> you had access AND you give written authorization) 	<p style="text-align: right; font-size: small;">WoodGreen Community Services. All Rights Reserved © V1</p>

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Know Your Rights

Wages & Deductions

Scenario 1
 You have just finished a shift as a cashier and the cash register is \$15 short. You and one other cashier were the only two people with access to the cash register. Your employer deducts \$7.50 from each of your wages for that shift.

Scenario 3
 You have to wear a uniform at work, and your employer requires you to pay \$60 for it. You sign a written authorization in which you agree to have \$20 deducted from your next three paychecks.

Scenario 2
 You are a waiter at an Italian restaurant, and one of your customers has just walked out without paying her bill of \$35. The other waiters all kindly pitch in to help cover the \$35 that your employer will deduct from that shift's wages.

Scenario 4
 You work at a bicycle repair shop, and you have accidentally charged a customer \$20 for a part that actually costs \$45. You sign a written authorization in which you agree to have \$25 deducted from your wages.

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Know Your Rights

Overtime

Case Study

Sandra's regular pay is **\$20** an hour.
 Her hourly overtime rate ($\$20 \times 1\frac{1}{2}$) is: **\$30**

Last week, she worked 46 hours.
 She worked **2** hours overtime.

Regular pay: $\$20 \times 44 =$ **\$880**
 Overtime pay: $\$30 \times 2 =$ **\$60**

Total pay: \$940

Time and a half

ALTERNATIVES TO
OVERTIME PAY:
"Time off in lieu"
"Banked time"


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Know Your Rights		Leave	
TYPE OF LEAVE	LIMIT	PAYMENT	CONDITIONS
★ Sick leave	3 days	Unpaid	Illness, injury or medical emergency
★ Family responsibility leave	3 days	Unpaid	Illness, injury, medical emergency, or urgent family matter
★ Domestic / sexual violence leave	10 days & 15 weeks	First 5 days: Paid Remainder: Unpaid	Employed by employer for 13 consecutive weeks
Vacation	2 weeks	4% of gross wages	For every 12 months worked
Pregnancy leave	17 weeks	Unpaid	Started work 13 weeks before due date
Parental leave	61 – 63 weeks	Unpaid	Started work 13 weeks before due date
Bereavement leave	2 days	Unpaid	Death of certain family member
Family caregiver/medical leave; Critical illness	8 – 37 weeks	Unpaid	Family with serious medical conditions



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Know Your Rights		Termination Notice & Pay	
	<p>When an employer ends the employment of an employee who has been continuously employed for 3 months, the employer must provide the employee with 1 to 8 weeks’:</p> <ul style="list-style-type: none"> • written notice of termination, or • termination pay, or • a combination of written notice & termination pay 		
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Know Your Rights | Termination Notice & Pay



The ESA does **not** require an employer to give an employee a reason why their employment is being terminated.



A dismissal is only illegal if:

- it was discriminatory (in breach of the Human Rights Code)
- it was because the employee tried to exercise a right under the ESA or the Occupational Health and Safety Act

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Know Your Rights | Termination Notice & Pay




The ESA does **not** require an employer to give an employee a reason why their employment is being terminated.

A dismissal is only illegal if:

- it was discriminatory (in breach of the Human Rights Code)
- it was because the employee tried to exercise a right under the ESA or the Occupational Health and Safety Act

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Know Your Rights	Recourse & Resources	
		<p>ESA Questions?</p> <ul style="list-style-type: none">➤ Call 1-800-531-5551 <p>ESA Claims?</p> <ul style="list-style-type: none">➤ Ontario.ca/ESAforms <p>https://youtu.be/Wlrk9Waz8rE</p>
<p>WoodGreen Community Services. All Rights Reserved © V1</p>		

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Know Your Rights	Human Rights in Canada	
		<p>The Canadian Human Rights Act protects people in Canada against harassment and discrimination. Human rights are protected by federal, provincial, territorial law.</p> <p>In Ontario, The Human Rights Code aims to:</p> <ul style="list-style-type: none">• Ensure equal rights and opportunities for all• Prevent discrimination and harassment because of race, sex, disability, age, and other protected grounds
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Know Your Rights
Human Rights Code



17 Protected Grounds

- ◇ Sexual orientation
- ◇ Ethnic origin
- ◇ National origin
- ◇ Sex/Pregnancy
- ◇ Gender identity
- ◇ Marital status
- ◇ Record of offenses
- ◇ Gender expression
- ◇ Receipt of public assistance
- ◇ Religion
- ◇ Colour
- ◇ Age
- ◇ Race
- ◇ Citizenship
- ◇ Family status
- ◇ Disability
- ◇ Ancestry

In 5 Social Areas

- Housing
- Contracts
- Employment
- Services & facilities
- Memberships (in unions/professional associations)

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Know Your Rights
Human Rights Code




- Prohibits discrimination against an individual, regardless of intent. → Negative treatment on the basis of a protected ground
- Makes it illegal for an employer to harass you, or to fail to protect you against harassment at work. → Repeated derogatory remarks, offensive jokes, sexual advances, rude language, continued use of prior names or unwanted pronouns
- Employers have a “duty to accommodate” → Unless the accommodation will cause “undue hardship”

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Know Your Rights
Human Rights Code



The Job Interview

- ◆ The **duty to accommodate** extends to all facets of the employment process: hiring, employment testing, training, working conditions, etc.
- ◆ In an interview, an employer may ask if an applicant has disability-related needs that require accommodation for them to do the duties of the job.
- ◆ “The Commission recommends that employers offer accommodation to all candidates who need it when inviting them for an interview or test. A person who needs accommodation to take part in an interview is responsible for advising of this need in enough detail, and co-operating in consultations to enable the employer to respond to the request ... There is no set formula for accommodation. Each person's needs are unique and must be considered individually.” [- OHRC, Interviewing and making hiring decisions](#)


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Know Your Rights
Human Rights Code

HRTO

HUMAN RIGHTS
TRIBUNAL of ONTARIO



Filing a complaint with the HRTO:

- Know the protected ground(s) that you’re claiming.
- Have a detailed description of what happened:
 - ✓ When did it happen? (You must file within 1 year)
 - ✓ How did the treatment you experience relate to the parts of your identity that are protected grounds.
 - ✓ Who witnessed the event? Who else experienced similar discrimination or harassment?
- Be ready to describe how the treatment you’ve experienced has negatively impacted you.
- What steps you have taken to raise or resolve the issue?


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<https://tribunalsontario.ca/hrto/application-and-hearing-process/>

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Know Your Rights

Recourse & Resources





Worker rights

- **The Workers' Action Centre:** Provides free information about your rights at work and help in figuring out how to deal with a problem

Unsafe working conditions / Workplace violence and harassment

- **Occupational Health and Safety Contact Centre:** Sets out the rights and duties of all parties in the workplace, and how to deal with workplace hazards.
- **Office of the Worker Adviser:** Helps workers who are not in a union and who have been injured at work or threatened/punished for following health and safety laws

Discrimination & Workplace sexual harassment


- **The Human Rights Tribunal of Ontario (HRTO):** Resolves claims of harassment and discrimination. Settles disputes through mediation and/or a hearing.
- **Human Rights Legal Support Centre:** Assistance in filing applications at the HRTO and legal representation at mediations and hearings


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Know Your Rights

Recourse & Resources



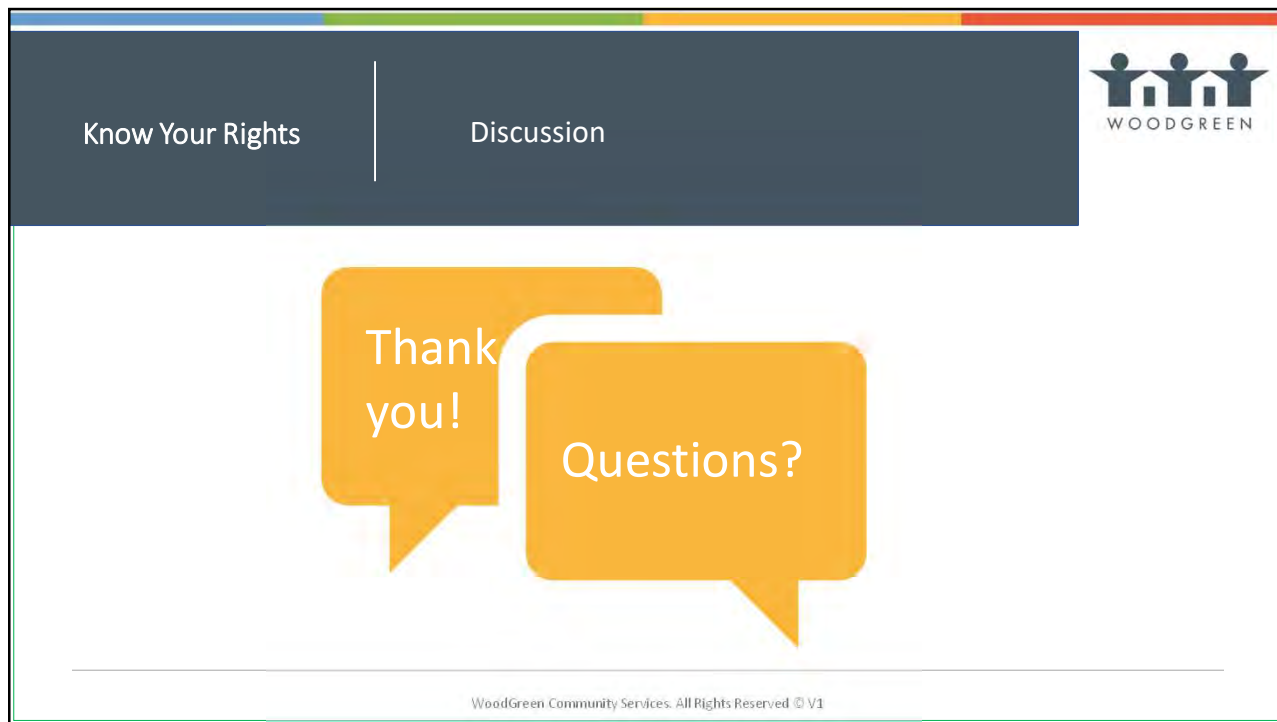


Legal Assistance


- **Legal Aid Ontario:** Legal assistance for those with a low-income. [1-800-668-8258](tel:1-800-668-8258)
- **JusticeNet:** Legal expertise for anyone whose income is too high to access legal aid. Net family income < \$59,000. [1-866-919-3219](tel:1-866-919-3219)
- **Law Society of Ontario:** Referral service provides name of lawyer/paralegal for free 30-minute consultation. Guide to handling everyday legal problems. Advice on finding and choosing a lawyer. [1-800-668-7380](tel:1-800-668-7380)
- **Pro Bono Ontario:** Legal advice hotline for 30 minutes of free legal advice if you're representing yourself at the Small Claims Court or Superior Court. [1-855-255-7256](tel:1-855-255-7256)
- **Community Legal Education Ontario:** Free legal information. List of community legal clinics that provide free legal services to people with low incomes.
- **Steps to Justice:** Step-by-step information on legal problems

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Know Your Rights | Discussion



Thank you!

Questions?

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KNOW YOUR RIGHTS – RESOURCES

Worker rights

Guide to the Employment Standards Act

- 1-800-531-5551 | Claims: Ontario.ca/ESAforms

The Workers' Action Centre

- Provides free information about your rights at work and help in figuring out how to deal with a problem
- 416-531-0778

Unsafe working conditions | Workplace violence and/or harassment

Occupational Health and Safety Act

- Sets out the rights and duties of all parties in the workplace, and how to deal with workplace hazards.
- Health and Safety Contact Centre: 1-877-202-0008

Office of the Worker Adviser

- Helps workers who are not in a union and who have been injured at work or threatened or punished for following health and safety laws
- Workplace insurance issues: 1-800-435-8980 | Health and safety reprisal issues: 1-855-659-7744

Discrimination & Workplace sexual harassment

Human Rights Legal Support Centre

- Offers human rights legal services to individuals who have experienced discrimination. Assistance in filing applications at the Human Rights Tribunal of Ontario and legal representation at mediations and hearings.
- 1-866-625-5179 or 416-597-4900

The Human Rights Tribunal of Ontario (HRTO)

- Resolves claims of discrimination and harassment. Settles disputes through mediation and/or a hearing.
- 1-866-598-0322 or 416-326-1312

Legal Assistance

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<u>JusticeNet</u>	Legal expertise for anyone whose income is too high to access legal aid. Net family income < \$59,000	1-866-919-3219 info@justicenet.ca
<u>Law Society of Ontario</u>	<u>Referral service</u> : provides the name of a lawyer or paralegal who will provide a free 30-minute consultation. <u>Guide</u> to handling everyday legal problems and advice on finding and choosing a lawyer.	1-800-668-7380 <u>Request form for referral service</u>
Pro Bono Ontario	Legal advice hotline for 30 minutes of free legal advice if you're representing yourself at the Small Claims Court or Superior Court	1-855-255-7256
Community Legal Education Ontario (CLEO)	Free legal information. <u>Your Legal Rights</u> is a CLEO website with practical legal information. Includes a full listing of <u>community legal clinics</u> that provide free legal services to people with low incomes.	
<u>Steps to Justice</u>	Step-by-step information on legal problems	



Employment Standards in Ontario

The *Employment Standards Act, 2000* (ESA) protects employees and sets minimum standards for most workplaces in Ontario. **Employers are prohibited from penalizing employees in any way for exercising their rights under the ESA.**

What you need to know

Public holidays

Ontario has a number of public holidays each year. Most employees are entitled to take these days off work and be paid public holiday pay. Visit Ontario.ca/publicolidays.

Hours of work and overtime

There are daily and weekly limits on hours of work. There are also rules around meal breaks, rest periods and overtime. Visit Ontario.ca/hoursofwork and Ontario.ca/overtime.

Termination notice and pay

In most cases when terminating employment, employers must give employees advance written notice of termination or termination pay instead of notice. Visit Ontario.ca/terminationofemployment.

Vacation time and pay

There are rules around the amount of vacation time and pay employees earn. Most employees can take vacation time after every 12 months of work. Visit Ontario.ca/vacation.

Leaves of absence

There are a number of job-protected leaves of absence in Ontario. Examples include sick leave, pregnancy leave, parental leave and family caregiver leave. Visit Ontario.ca/ESAGuide.

Minimum wage

Most employees are entitled to be paid at least the minimum wage. For current rates visit Ontario.ca/minimumwage.

Other employment rights, exemptions and special rules

There are other rights, exemptions and special rules not listed on this poster, including rights to severance pay and special rules for assignment employees of temporary help agencies.

Subscribe to our newsletter and stay up to date on the latest news that can affect you and your workplace. Visit Ontario.ca/labournews.

Learn more about your rights at:

Ontario.ca/employmentstandards
1-800-531-5551 or TTY 1-866-567-8893

@ONTatwork @OntarioAtWork @Ontarioatwork

Health & Safety at Work

➤ Prevention Starts Here

Ontario's Occupational Health and Safety Act gives workers rights. It sets out roles for employers, supervisors and workers so they can work together to make workplaces safer.

➤ Improve Health and Safety:

- **Find out** about your Joint Health and Safety Committee or Health and Safety Representative.
- **Talk** to your employer, supervisor, workers, joint health and safety committee or health and safety representative about health and safety concerns.

**Call the Ministry of Labour,
Training and Skills Development
at 1-877-202-0008**

Report critical injuries, fatalities,
work refusals anytime.

Workplace health and safety information,
weekdays 8:30am – 5:00pm.

Emergency? Always call 911 immediately.

Find out more:

ontario.ca/healthandsafetyatwork



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➤ Workers have the right to:

- **Know** about workplace hazards and what to do about them.
- **Participate** in solving workplace health and safety problems.
- **Refuse** work they believe is unsafe.

➤ Workers must:

- **Follow** the law and workplace health and safety policies and procedures.
- **Wear** and **use** the protective equipment required by their employer.
- **Work** and **act** in a way that won't hurt themselves or anyone else.
- **Report** any hazards or injuries to their supervisor.

Employers must NOT take action against workers for following the law and raising health and safety concerns.

➤ Employers must:

- **Make sure** workers know about hazards and dangers by providing information, instruction and supervision on how to work safely.
- **Make sure** supervisors know what is required to protect workers' health and safety on the job.
- **Create** workplace health and safety policies and procedures.
- **Make sure** everyone follows the law and the workplace health and safety policies and procedures.
- **Make sure** workers wear and use the right protective equipment.
- **Do everything** reasonable in the circumstances to protect workers from being hurt or getting a work-related illness.

➤ Supervisors must:

- **Tell** workers about hazards and dangers, and respond to their concerns.
- **Show** workers how to work safely, and make sure they follow the law and workplace health and safety policies and procedures.
- **Make sure** workers wear and use the right protective equipment.
- **Do everything** reasonable in the circumstances to protect workers from being hurt or getting a work-related illness.

RESPONDING TO CRITICISM

1

RESPONDING TO CRITICISM



Agenda

- Reflect on Your Experience
- Explore Effective Strategies
- Conscious Relaxing

2

RESPONDING TO CRITICISM

Your Experience

- How do you usually respond to criticism?
- Has receiving criticism ever turned out to be a positive experience for you?
- Can you share any tips on how to respond to criticism in a positive, productive way?



3

RESPONDING TO CRITICISM

Active Listening



Encourage

To convey interest

*Hmm, hmm
I understand*

Reflect

To show you understand how they feel

It must be frustrating for you when that happens.

Clarify

To help you understand

What is the difference between this method and that method?

Summarize

To review progress and move on

So, what you'd like me to do is ...

Restate

To check for accuracy

Do you mean...?

Validate

To acknowledge their feelings

Thank you for telling me how you feel.

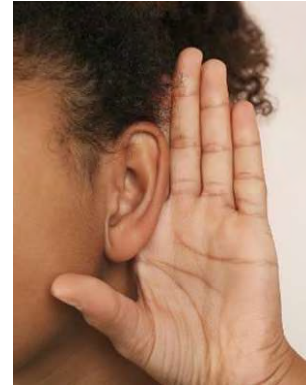
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RESPONDING TO CRITICISM

Active Listening

Practice:

- Tell a story about a time when you received criticism
- Partners listen to the story and use at least two active listening techniques to demonstrate listening, understanding, and empathy.
- Switch roles and repeat



RESPONDING TO CRITICISM

1. Acknowledge

Anything worth doing attracts criticism
Others are entitled to their feelings;
those feelings are outside my control

2. Decide

Who gets to criticize me?

3. Resist

Acting on your first impulse
Making negative assumptions

4. Ask Yourself "Is it true?"

- Yes or partly true: Approach with curiosity. Listen. Ask questions.
- No: Disagree politely OR Dismiss

5. Remember

- Criticism has more to do with the other person than with you
- Others' opinions about your words or actions do not define you
- Criticism is bound by the situation
- How you respond to criticism is up to you

RESPONDING TO CRITICISM



6. Tell Yourself

- *I own my feelings, actions, and reactions*
- *I care about what I say and do*
- *I take responsibility for and learn from my mistakes*
- *_____ is important to me, and I show this by _____*
- *I ~~should~~ could _____*

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How to Handle Negative Feedback from Your Manager or Colleagues



8

How To Best Handle Constructive Criticism



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Discussion

- Reflecting on your personal experiences, how has your perspective on receiving constructive criticism evolved throughout this lesson?
- How do you plan to leverage your support network, including mentors, colleagues, or friends, to navigate challenges and gain perspective when faced with constructive criticism?
- Share one or two strategies discussed during the lesson that resonated with you the most in terms of effectively handling constructive criticism. How do you plan to apply these strategies in your professional or personal life?

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Conscious Relaxing



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Discussion

- Which specific aspects of the video resonated with you the most?
- Reflect on any experiences you've had implementing the techniques discussed in the video.
- Share any additional mindfulness or relaxation techniques that you have found effective in your personal practice.

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Day 16



Learning Outputs

16.1 Succeed at Work

- Develop awareness of Canadian workplace culture and understanding of essential career readiness skills.
- Reflect on the development and improvement of transferable skills highlighted by the SFS model and WoodGreen principles.

16.2 Reflect on Initial Goals:

- Revisit and reflect on the goals they set at the beginning of the program.
- Analyze the alignment between goals and achieved outcomes during the program.

16.3. Next Steps Discussion:

- Meet with the Employment Case Counsellor to discuss the next steps in their career development journey (or education/ volunteer/ ...).
- Receive guidance and personalized advice for their continued professional growth.

Skills for Success (SFS) - For details, go to *Curriculum Outcome Map* spreadsheet and choose "Day 16" tab.

- **Adaptability**
- Collaboration
- Communication
- Creativity and innovation
- Digital
- Numeracy
- **Problem solving**
- Reading
- Writing

SSEW: Reflection & Goals

At the start of the program, you set 3 goals for the program (easy, a bit harder, a stretch).

1. What were those goals?

2. Have you made any progress towards reaching those goals?

3. Now that the program is finished, what is your short-term goal?

4. What is your long-term goal? How can your short-term goals help you to reach your long-term goal?

5. What supports or resources would help you work towards your goals?

Save this file to the “Personal Documents” folder on OneDrive. Save as: [Goals Your Name]
Email this document as an attachment to your case counsellor and cc your workshop facilitator.