



Resource Guide for Job Seekers

A step-by-step guide to facing a job loss,
starting a new job and everything in between.



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Georgia Department of Labor Career Centers

1 ~ 877 ~ 709 ~ 8185

Albany	1608 South Slappey Boulevard
Americus	120 West Church Street
Athens	150 Evelyn C. Neely Drive
Atlanta	223 Courtland Street N.E., Suite 200
Augusta	601 Greene Street
Bainbridge	310 South Scott Street
Blue Ridge	1048 Appalachian Highway
Brunswick	2517 Tara Lane
Cairo	225 5th Street, N.E.
Carrollton	275 Northside Drive
Cartersville	19 Felton Place
Clayton County	1630 Phoenix Boulevard, Suite 200, College Park
Cobb/Cherokee	465 Big Shanty Road, Marietta
Columbus	700 Veterans Parkway
Covington	7249 Industrial Boulevard, N.E.
DeKalb	774 Jordan Lane Bldg. #4, Decatur
Dalton	1406 Chattanooga Avenue
Douglas	70 Lockwood Drive
Dublin	910 North Jefferson St.
Eastman	5016 Park Way
Gainesville	2756 Atlanta Highway
Griffin	1514 Highway 16 West
Gwinnett	2211 Beaver Ruin Road, Suite 160, Norcross
Habersham	215 Hodges Street, Suite 205, Cornelia
Hinesville	140 E. MLK, Jr. Dr.
Houston County	96 Cohen Walker Drive, Warner Robins
Kings Bay	1712 Osborne Road, Suite G, St. Marys
LaFayette	200 West Villanow Street
LaGrange	1002 Longley Place
Macon	3090 Mercer University Drive
Milledgeville	156 Roberson Mill Road
Moultrie	220 North Main Street
Rome	462 Riverside Parkway, N.E.
Savannah	5520 White Bluff Road
Statesboro	305 South Main Street
Thomasville	403 North Broad Street
Thomson	674 Washington Road
Tifton	310 South Tift Avenue
Toccoa	37 Foreacre Street
Valdosta	221 South Ashley Street
Vidalia	206 Queen Street, Suite #16
Waycross	600 Plant Avenue

Introduction

It shouldn't come as a surprise that looking for work can be a lot of work, especially if you haven't been in the job market for a while or if you are changing careers. If you need help putting together a résumé, need retraining for a new career, or are uncomfortable at the prospect of a job interview, you've come to the right place. Here are some hints to make finding a job or a new career less stressful and more productive.



Begin to Set Goals

Begin setting goals by asking yourself:

- What kind of work do I want to do?
- What are some alternatives?
- What do I absolutely not want to do?
- Should I consider changing careers?
- How much do I need to earn?
- Do I need more training?
- Can I afford to wait for the “perfect” job or do I need to take whatever comes along?
- Should I relocate to where my skills are more in demand?

Now that you've explored your strengths, preferences and limitations, you can begin to set some long-term goals. While it may take months to achieve your ultimate objectives, you can make progress by setting and meeting short-term goals. Write down your goals and set deadlines so you can track your progress.

Goal writing sample includes:

Long-term Goal: Find a new career

1. Short-term Goal: Find a job while applying for retraining
 - a. Action: Update my résumé
 - i. Resources: Samples from Career Center, library, GDOL web site dol.georgia.gov
 - ii. Deadline: March 15
 - b. Action: Rewrite résumé and cover letter based on research
 - i. Resources: 5-7 people to proofread my résumé
 - ii. Deadline: March 30
 - c. Action: Find 50 businesses that may have jobs that match my skills
 - i. Resources: Internet search, networking, newspapers, job club
 - ii. Deadline: April 13
 - d. Action: Submit customized résumés and cover letters
 - i. Deadline: April 20

So you're unemployed... now what?

Before you begin a new job search, take some time to think through your situation. A job loss can impact every area of your life. How you handle this major life event can affect you for years to come.

Work is not something we do simply because we have time on our hands; a job often defines who we are and how we see ourselves. Losing a job can threaten your self-image and your lifestyle. Dealing with the emotional impact of a job loss may be as demanding as looking for a new one.

Typical reactions to losing a job may include:

- Anger
- Lack of self-confidence/esteem
- Anxiety
- Grief
- Embarrassment
- Shame
- Lack of hope for the future

Take some time to think through the past. It is good to have an accurate grasp about what has happened in order to feel better about the future and be ready to move forward with optimism, confidence, and energy.

Family Issues

Unemployment affects everyone in your family. Don't isolate yourself. Talk to your friends and family about how you are feeling or what you are doing. Have some family time and allow them to voice their concerns and ideas. Ask for their assistance with the challenges that unemployment may bring, such as conserving financial resources. By working through this together, you can build your family's confidence, sense of competence, and trust in yourselves as a family unit.



Finding Job Opportunities Online

The Georgia DOL has a database of over 100,000 vacancies. If you qualify, you can get a referral to the employer. Job referrals can be made by going to one of our Career Centers located near you or requesting one online through employgeorgia.com. Every year we have hundreds of job fairs and recruitment opportunities so check out the events in your area through our web site www.dol.state.ga.us/Access/Service/ListCurrentJobFairs.

Why should I use social media to find a job?



While LinkedIn, Twitter, and Facebook are three of the top social media sites, there are hundreds that can help you find a job. Social media is opening more doors for job seekers by increasing visibility with potential employers and providing an easy way for getting more information on a particular interviewer or company.

Over 90% of companies now use social networking or social media to support recruiting efforts. Having a presence on social sites allows the job seeker to:

1. Learn about job opportunities quicker than going to an individual company site.
2. Expand your network of professionals in your career.
3. Manage your professional image, building your credibility and attracting recruiters.
4. Research companies through the company's online presence, as well as through the perspective of current employees.
5. Locate employees of target companies which may lead to key referrals to the hiring managers.
6. MOST IMPORTANTLY – market yourself!

There is no cost to access LinkedIn, Twitter, and Facebook. All you need is an email address, which we can help you get. Look on page 1 for the Career Center closest to you. All Georgia DOL Career Centers are equipped with free access to the Internet, copiers, phones, and faxes.

Here are a few helpful tips to get you started:

- Follow the company you want to work for on Twitter and LinkedIn. Some companies have separate Twitter feeds that broadcast new job openings or new opportunities to expand a certain area of business. It is also good to do research on a company for your interview.
- Do a search for your name on the Internet. Be careful what you post in chat rooms and on Facebook because potential employers will also be searching and you want your online image to be clean and free from controversy. Make sure your security settings are set up so that information for friends only stays that way.
- Let your Facebook friends know you are in job search mode; you never know if they or someone they know is aware of opportunities that match your skills and qualifications.
- Keep it professional. Manage your online presence and monitor what employers see about you. Some job seekers maintain a separate Facebook page limited to career information and activities.

Georgia Department of Labor

Georgia DOL is here to help you through the sometimes challenging process of landing a new job or career. In addition to administering unemployment benefits, Career Centers offer a wide-range of workshops and services. Workshop topics include: dealing with job loss, résumé writing, hot careers, retraining, Internet job search, job search methods, and more.

Each Career Center has:

- Résumé and cover letter assistance
- Referrals, applications, and contacts for local employers
- Job development and placement assistance
- Labor market information
- Job search workshops
- Unemployment Insurance claims and filing
- Assessments and referrals to training
- HOPE and Pell grant information

Job Seeker Tools

Career Centers provide tools to support your career search including:

- Skill assessments
- Typing tests
- Career expos
- Disability resources
- Veteran services
- Georgia child labor forms
- Federal bonding

Veteran Services

Veteran staff in Georgia DOL Career Centers are dedicated to serving eligible veterans (service members and their spouses) who need help finding work, training, credentialing military experience, and accessing state and federal veterans' services through:

- Application of preference and/or priority of service to veterans
- Gold Card Initiative (services for post-9/11 era Veterans)
- Work Opportunity Tax Credit to businesses for hiring qualified workers including eligible unemployed veterans

For more information on Veteran Services, please visit our web site at dol.georgia.gov/find-veteran-assistance-and-information.

Follow Us on Facebook, YouTube, and Twitter

Connect with us on Facebook, YouTube and Twitter for the latest news and information about employment in Georgia, upcoming career expos, economic development resources, and employer and job seeker tools. You can conveniently access all pages via our web site at dol.georgia.gov.

Helpful Tips for Job Seekers

Choose Your Target Carefully

Put your time and energy into opportunities of interest. Focus on those that give you the best chance to receive a job offer. Pick a few companies you're interested in, whether they have openings or not, and pursue them.

Work Your Network

Talk with all your contacts about the position you seek. Follow up on any leads presented.

Sell Yourself

Learn how to talk about yourself in a way that is clear, concise, and powerful. Understand and be prepared to discuss



everything on your résumé.

One great way to do this is to list potential interview questions and prepare answers. This will give you some great talking points.

Consider Freelancing or Temporary Work

No matter what the economy does, work still needs to get done. Freelancing or interim staffing are wonderful options to consider. They are a great way to keep money coming in and your skills sharp until your desired job comes along.

Sweat the Small Stuff

Personal touches make a huge difference. Make sure each cover letter and résumé addresses your specific skills and

Work Opportunity Tax Credit (WOTC)

The Work Opportunity Tax Credit provides tax incentives to businesses that hire and retain new employees who are members of qualified groups. It is based on the number of hours worked, length of employment, and earnings.

- Any size business can benefit
- Tax liability is reduced
- Application process is easy

Maximum Tax Credit

- From \$2,400 to \$9,600 for hiring qualified unemployed **veterans**
- From \$1,200 in one year to \$9,000 over two years for hiring other groups such as ex-felons, TANF recipients, and eligible youth

Find out if you might help your potential employer qualify for tax credit at doleta.gov/business/incentives/opptax or contact the WOTC Unit at (877)-709-8185.

qualifications that match the company's requirements. Remember to always send a thank you note or email after the interview.

Above All Else, Stay Positive

In tough economic times, a positive attitude is vital. Even when 8% of the labor force is unemployed, many employers need workers everyday.

Additional Resources

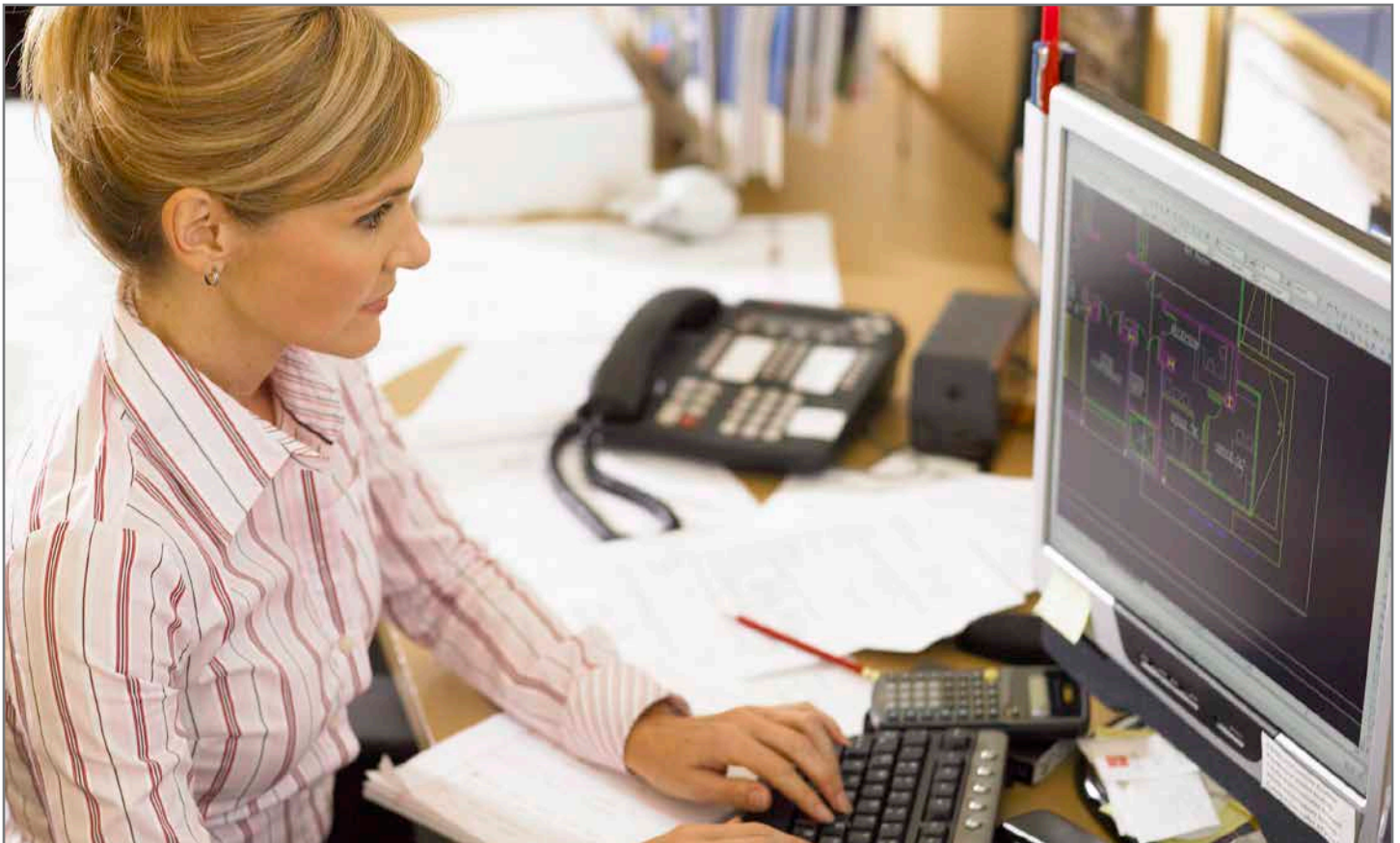
Learn more about your transferable skills and research career opportunities at the following web sites:

- myskillsmyfuture.org
- mynextmove.org
- careeronestop.org

On-The-Job Training (OJT)

On-the-job training is another great tool to consider. It puts unemployed workers back to work earning a wage while receiving on-the-job training. Find out more about OJT and see if it is offered in your area by contacting a workforce investment area near you. (See page 14 for contact information.) If it is, you can:

- Tell employers that they may be able to receive a partial pay subsidy while you are in training
- Become employed in a career that is in demand in your region
- Earn a living while you learn skills to prepare you for today's and tomorrow's jobs



Job Seeker: Do's and Don'ts

When looking for a new job, make sure you remember these do's and don'ts:

Don't: Embellish or fabricate details, facts, or experience.

Do: Be honest and choose your words carefully.



Don't: Forget to include any activities you may have done during an employment gap.

Do: List these in your skills and accomplishments; they may include qualifications useful for the position.

Don't: List a specific pay rate desired.

Do: Use a pay range that reflects the typical wages in your area.

Don't: Use words like "fired" or "let go."

Do: Use words to describe the situation like "left for other opportunities," "looking for new challenges," or "laid off."

Everything you write must be true.

Present everything in a positive manner.



Don't: Leave large gaps or absences in your employment history.

Do: Explain gaps by saying, "returned to school," "helped friend start a new business," "traveled," or other reasons. If your reason is health-related or due to a disability, it is your personal decision whether or not to disclose this fact. (Unless your disability prevents you from performing the duties of the job successfully, it is probably not necessary to disclose.) If the gap is less than one year, don't list it. There is no written rule that says you must account for every month of every year.



Résumé Development

Rules for résumé preparation change as the needs of business change. Most résumés are value based, meaning they focus on what you can do and the value to the hiring manager based on your skills, abilities, and experiences. This is the information requested by many major employers. Résumés, however, have no official format. Since a résumé is a sales brochure to help you get the interview, include everything that shows why you are the right person for the job.

Check out résumé samples at dol.georgia.gov/documents/resume-samples for ideas on creating a résumé. Career Centers provide computers, printers, and easy-to-use résumé building software, as well as information on job openings, career exploration tools, and employer data.

Chris Anderson

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HVAC TECHNICIAN

HVAC Controls and Air Distribution • Heating, Air Conditioning, and Refrigeration Systems Maintenance and Safety • Installation and Repair

Over 6 years experience in installation, repair and maintenance of HVAC systems. Expertise in estimating, reading blueprints and leading installation of heating, air conditioning and refrigeration systems, as well as electrical and mechanical controls. Maintain compliance with all safety rules, policies and procedures.

AREAS OF STRENGTH

- EPA Certified
- Mechanical/Electrical Aptitude
- Blueprint Reading
- Safety Procedures
- Electrical Circuits and Schematics
- Use and Maintenance of HVAC Tools
- Diagnostics and Repair
- Preventive Maintenance

WORK HISTORY

ARNOLD HEATING AND COOLING, Brunswick, Georgia 2004 - Present

HVAC Lead Technician (2007 - Present)

Serve as lead technician directing team of 5 HVAC technicians in installation and maintenance of heating, air conditioning, ventilation and other mechanical equipment in manufacturing facility. Perform preventive maintenance, troubleshoot breakdowns and repair HVAC systems and components.

- Training and motivate new team members, ensuring staff are skilled in their service/repair abilities
- Perform product checks and evaluate causes of equipment problems, repairing equipment timely
- Resolve and provide economical solutions to equipment challenges, resulting in Outstanding Performance Rating for 3 years
- Organize and prioritize high volume work load, maintaining quality and service to customers

HVAC Technician (2004 - 2007)

Ensured equipment ran efficiently and effectively by performing preventive maintenance, identified malfunctions and replaced parts and components.

- Tested equipment to be sure minimum standards were met
- Assisted team in meeting 98% of daily scheduling goals
- Suggested measures to increase quality and production which were added to company's service manual

BEST FROZEN FOOD, Brunswick, Georgia 2001 - 2004

Warehouse Technician (2001 - 2004)

Hired to work in warehouse; however, was chosen to assist HVAC specialists with maintaining machinery and making repairs to heating, ventilating and air conditioning machines.

- Chosen by company to receive formal HVAC training, obtaining an Air Conditioning, Heating and Refrigeration Certificate.
- Operated forklift as certified forklift operator, ensuring OSHA safety guidelines were met; maintained forklift equipment to ensure proper functioning equipment.

EDUCATION

ITT Technical Institute, Brunswick, Georgia

Air Conditioning, Heating and Refrigeration Certificate

Creating a Winning Résumé:

Start by really thinking about your work history and education. What type of position are you applying for? What are your strongest skills? Do you have a strong work history? If not, do you have strong skills to sell to the prospective employer? Choose a functional, chronological, or combination résumé format to fit your style.

The top one-third of the page lists the job title of the prospective position and includes an Areas of Strength section focusing on your strongest skills and emphasizing your qualifications and accomplishments. The Work History section lists employment for the last 10-12 years, naming the most recent employer first; include job title, company name, city and state, starting

date to ending date, job responsibilities summary, and accomplishments. The Education section lists name of school, city and state and highest level of education achieved; include certifications, licenses, and short courses.

Follow these tips:

- Keep it simple
- Use a simple, easy-to-read font (size 11 or 12)
- Justify the text to the left
- Try to keep it to one or two pages
- If you use two pages, be sure to put a heading on the second page
- Use bullets, phrases, or lists instead of complete sentences and keep each job to only a few bullets
- Use numbers or digits (\$, %) to

quantify accomplishments and strengthen your résumé

- Be consistent with formatting
- Use key words that fit the desired job
- Focus on responsibilities, not duties
- List achievements
- The most important thing to do after you've written your résumé is to proofread!
- If you say in your résumé or cover letter that you are detail-oriented, make sure your resume or cover letter reflects that!
- Print a copy of your résumé and give it to someone else to proofread for errors
- Do not include personal information such as marital status, height, weight, religion, or a photo

Résumé Do's and Don'ts

Don't: Think a title speaks for itself. Job titles can often be misleading and can differ from one company to another.

Do: Provide position titles with descriptions of the work.

Don't: Leave the reader guessing where and when you were employed.

Do: Clarify dates and places.

Don't: Apply for a job in a field you only briefly mention in your résumé.

Do: Tailor your résumé so that it is appropriate to the position for which you are applying. Connect your educational or career credits according to their importance to the reader.

Don't: Include confusing sentences or be long-winded on your résumé. This will virtually assure you of a place at the back of the line.

Do: Organize your thoughts in a clear, concise manner.



Tips on Uploading your Résumé

An electronic résumé is a format to use online when you need to upload your résumé. An electronic résumé can be pasted into a job web site or an email. Many employers have you apply for jobs online and paste your résumé into a job bank. To make sure your résumé looks clean when an employer receives your information, use these tips:

- Use a standard font such as Courier, Times New Roman, or Arial. Avoid using decorative fonts
- Use a normal type size, usually in the range of 11 to 12 points
- Limit the number of characters per line to 65 (partly dependent on type size)

- Avoid graphics and shading
- Keep formatting simple. Use ALL CAPS for major headings but avoid bolding, italicizing, and underlining.
- Do not use bullets or lines
- Left justify text with no tabs
- Use separate lines for your name, address, phone, email, and LinkedIn profile
- If you had bullets, they generally get replaced by an asterisk (*)

When saving your file in MS Word, the file should be saved as Plain Text.

A Word About Keywords

Employers may receive many résumés in response to an advertisement. They often use a keyword searchable database to ensure candidates meet the qualifications of the job. Read the job announcement carefully to make sure your résumé has the same keywords that relate to the job.



Cover Letters

A cover letter is as important as your résumé because it is the first impression you make with an employer. Whether you send a résumé by mail or email, always include a cover letter. It is an introduction that describes your qualifications and emphasizes how well you fit the employer's job description. Change each résumé and cover letter to respond to each job opening.

Example 1 shows the type of information to include in the cover letter.

Example 2 illustrates the "T" cover letter format.

The "T" cover letter refers to the cover letter format where you match employer's requirements to your qualifications and experiences. This is a simple way to validate how you fit the position and helps the reader see immediately that you meet the requirements.

Many different types of cover letters can be sent to employers. The situation determines what to include in your cover letter and your strategy to ask for an interview.

No matter what, be sure to ask for an interview, as the purpose behind the cover letter is to market yourself and secure that interview.

Example 1

Your Street Address
City, State Zip Code
Email Address
Phone Number

Month, Day, Year

Mr. / Ms. / Dr. Firstname Lastname
Title
Name of Organization
Street or P.O. Box Address
City, State Zip Code

Dear Mr. / Ms. / Dr. Lastname:

1st paragraph: State why you are writing, how you learned about the job opening, and introduce yourself.

2nd paragraph: Tell why you are interested in this job or working for this company. Share what you know about the company or this position and share your relevant experiences. Mention specific skills, qualifications or educational abilities that qualify you for this position. Detail specific items in your résumé that match the job requirements.

3rd paragraph: Say that you would like to interview for a position or to talk with the employer about hiring plans. Mention that your résumé is enclosed along with any other required documents. State what you will do to follow-up, such as call the employer within two weeks. Thank the employer for his/her consideration.

Sincerely,

(Handwritten signature)
Name typed

Enclosure(s) (refer to résumé, etc.)

NOTE: If necessary add another paragraph or two after the 2nd paragraph to further describe experiences and abilities.

Tony Smith

Example 2

123 Anywhere Street, Atlanta, GA 30303 | 222.123.1233 | tonysmith@email.com

June 30, 2013

Mrs. Rachel Jones
Director of Human Resources
ABC Trucking
123 Anywhere Avenue
Atlanta, GA 30303

Re: Posting Warehouse Manager

Dear Ms. Jones:

When I read your ad for the Warehouse Manager position on Indeed.com, I couldn't help but notice how well your requirements seem to be an ideal match to my experience, education, skills, and background. Below, I have highlighted how your requirements match my qualifications.

Your Requirements

Prefer Bachelor's degree in Business Administration or related field

Previous warehouse experience managing warehouse operations and employees.

Problem-solving and decision-making abilities.

Ability to interact courteously and tactfully with managers, co-workers, customers and/or vendors to the point that productivity and morale are positively affected.

Since my experience and expertise fit your requirements so closely, I plan to contact you next Thursday to follow up on this letter and see if we can arrange a meeting. In the meantime, please feel free to call me at 770.222.2222. I look forward to meeting with you to further explore the needs of ABC Trucking and how I can contribute to the success of your organization. Thank you for your time and consideration.

Sincerely,
Tony Smith
Tony Smith

My Qualifications:

A Bachelor of Business Administration with a concentration in Business Management from the University of Georgia.

Over 18 years warehouse experience with 15 years in a management position. Managed over 150 employees and ensured efficient operations.

Success in solving numerous problems including reducing number of accidents, reducing shipping errors, optimizing warehouse space to maintain an efficient warehouse, and ensuring accurate inventory.

Demonstrated experience building trust at all levels, communicating positively and openly with co-workers, acknowledging hard work by staff, and interacting successfully with diverse individuals resulting in a positive work place, repeat business, and high levels of customer satisfaction.

Cover Letter Do's and Don'ts

- Type your cover letter and résumé - do not handwrite
- Always send original cover letters to employers, not copies
- Use 8 1/2" x 11" paper
- Use the same color of paper as your résumé
- Do not use present or past employment business stationery
- Always proofread your cover letter
- Remember to sign your cover letter
- Don't be negative
- Don't mention needed salary, fringe benefits, or vacation time
- It is not appropriate to include your photo on a résumé or cover letter
- Highlight your most relevant achievements
- Keep your cover letter short; one page is recommended
- Personalize each letter

Networking - A Powerful Job Search Tool

Networking is a powerful tool to use in your job search. Networking is simply reaching out to meet people with the specific purpose of identifying job leads. You may talk with someone in person, over the phone, or send an email to let them know you are looking for a job and asking for information about job openings. Most people find their jobs through someone they know. The more people who know you are job hunting, the greater your chances are to learn about existing positions and opportunities that may be available soon.

Practice and Plan

Be prepared to give a 25 second sales pitch or elevator speech about yourself (three to four sentences) to anyone who might have a job opening or who might know of someone who has a job opening. Set a goal of contacting a specific number of people each day. Include the following information when contacting

someone by email, phone, or in person:

- Your name
- Your desired occupation
- Your current situation
- Job opportunities you are seeking
- What you can offer the employer

Who, Where, and How

If you are not sure how to start networking or are looking for some pointers, contact your local Georgia DOL Career Center for help. Some Career Centers, churches, and civic groups have job networking groups where you learn about job opportunities, share strategies, and support each other. Start contacting the people who are closest to you: family, friends, and neighbors, but don't stop there. Think of everyone who could be a link to your next job. Anyone you see or meet is a possibility. Here are a few more suggestions:

- Former co-workers

- Faith-based organizations or club members
- People at your gym
- Hairdresser or barber
- Members of professional organizations
- Business leaders
- Career counselors at school

Places to Network

- Internet
- Clubs
- Civic associations
- Faith-based organizations
- Neighborhood activities
- Volunteer activities
- Sports activities for you or your child
- Parties or social events
- Continuing education classes

Gather Information

When you have made a contact, remember to thank that person for their help. Learn as much as you can about the company, the position, and how to apply for the job. Because timing is critical, be sure to check back with your contacts every two weeks to see if they have any new job leads. A gentle reminder that you are still looking for a job is an effective way to keep in touch.

Additional Information

- Keep contacts informed about your job search status
- Answer phone calls, messages, and emails promptly
- Send thank you notes to show you appreciate their time and efforts
- Share your good news when you go back to work
- Be ready to help others when they are looking for a job



Personal Business Card for Networking

When you were working, your company provided you with a business card to connect with people you meet. Having your own personal business cards is a great networking tool. Here are a few tips to include:

- Your name
- Your phone number, email address, physical address, and LinkedIn address
- The title of the job you are seeking
- Key skills or qualifications (on the back of the card) that make you highly marketable in your field of work

Chris Anderson

HVAC TECHNICIAN

Heating, Air Conditioning and Refrigeration Systems

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Brunswick, GA 12345

770.222.2222
canderson@email.com

<http://www.linkedin.com/chrisanderson>

Preparing for the Interview

The most important thing to do in an interview is to sell yourself! Many people don't get the job because they fail to do just that. Here are a few tips to help:

- When an interviewer says "Tell me about yourself," talk about your accomplishments, skills, and abilities, NOT your family, hobbies, or interests.
- Look the interviewer in the eyes. Smile. Be an active participant in the conversation.
- Try to turn trick questions into positives, such as "What's your greatest weakness?" Respond with "I like to get things done before I go home at night and sometimes work late because I lose track of time."
- When the interview is coming to a close, finish by asking for the job. For example: "Mr. Smith, I want this job. I can offer you (state your skills, abilities, talents)."
- Demonstrate how you can help the company.

A great way to prepare for an interview is to role play. Ask a friend or relative to play the role of interviewer. The more you practice, the more comfortable you will feel in an actual interview.

During the interview, try your best to address the fears and concerns employers may have. Convince them:

- You won't need a lot of time to become productive (quick learner)
- You put in an honest day's work
- You do not need constant supervision

- You are a hard-worker and always give 100%
- You work as needed
- You are humble and positive
- You work with integrity. You are honest and admit your mistakes
- You can be counted upon
- You are pleasant and professional
- You take pride in your work, appearance, and behavior
- You are trustworthy
- You take pride in the company you work for and will do everything you can to help the company

Be prepared to ask the employer questions as well. Be positive and avoid asking questions that give the negative impression that you are only interested in what the employer can do for you. Sometimes your questions will get answered during the interview but, if not, here are some suggested questions to take to the job interview:

- What would my job duties be?
- How would I be trained?
- How would my progress be rated?
- Who would I be reporting to?
- Why is this job open?
- May I have a tour of the work area?

Save the "What's in it for me?" questions until the second interview or after a job offer. If the employer hasn't volunteered this information, ask about the rate of pay, fringe benefits, and any probationary period.



Sample Interview Questions

A few sample interview questions.

- Why do you want to work as a?
- What qualifications do you have?
- How did you feel about being laid off?
- Why do you want to work for us?
- How long have you been looking for a job?
- What motivates you to do a good job?
- Give an example of how you successfully addressed a major work challenge.
- Do you prefer to work alone or in a group?
- Would you rather be in charge of a project or work as part of the team?
- What would you do if one supervisor told you not to do something and another supervisor told you to do it later?

Reasons People Don't Get Hired

- Poor personal appearance
- Overly aggressive
- Inability to express information clearly
- Lack of interest and enthusiasm
- Nervousness, lack of confidence, and poise
- Emphasis on money or salary
- Lack of tact and courtesies
- Negative attitude about past employers
- No genuine interest in company or job



- No eye contact with the interviewer
- Application form is incomplete or sloppy
- No sense of humor
- Late for interview
- Failure to express appreciation for interviewer's time
- Vague responses to questions
- No follow-up with thank you note or phone call



Thank-You Notes

Thank-you letters and notes should be standard tools in your job search.

- The thank-you letter should be a standard business letter format, while the note may be a simple, handwritten note or card.
- Emailed thank-you notes are considered too informal unless you knew the interviewer well prior to the interview.
- Write a thank-you letter or note no later than 24 hours after the interview, even if things didn't go well.
- Be brief and to the point.
- Note the job you interviewed for and the date of your interview.
- Use the name and title of the person who interviewed you.
- When thanking a potential employer, restate your interest in the position and the company. Offer to come to another interview or to provide more information if needed.



Follow-up Calls

After the interview is over and you've sent a thank-you note expressing your appreciation for consideration, wait a couple of days and make a follow-up call to see if the employer has made a decision. If you get the job – congratulations! You'll find out when you'll start and other details. If you don't get the job, don't be afraid to ask why you were not selected in a non-aggressive manner. If the manager hasn't made a decision, find out if there is anything else you can do, but don't be pushy or defensive.



Necessary Job Search Skills

In today's world, job searching is not usually a one-time event for most people. Studies show that the average person will change jobs more frequently today than in the past. The change is due, in part, to the fluctuating economy and fast-paced technological and scientific advances. That is why it is important to learn job search techniques and consider them valuable and evolving skills for present and future use.

Once you have acquired job search skills:

- Your confidence increases and your fears about looking for a new job are reduced.
- Your ability to interview and present yourself and your skills improves.
- You have more knowledge and are better prepared to move up the career ladder.
- You know more about the needs and trends of the labor market.

- You are more aware of your value and worth to your employer and the labor market.
- You know how to highlight your skills and abilities to stay ahead of the competition, achieve upward mobility, and negotiate successfully.

Once you are employed:

- Keep your skills current. Maintain a list of new software, responsibilities, and achievements.
- Update your résumé when you have gained new skills, abilities, and accomplishments.
- Get the training or experience you will need to move up within the company or to a different employer.
- Maintain a list of awards, accomplishments, and recognitions. Present them to your supervisor to lobby for a raise or promotion. Also include this information on résumés and cover letters.



Trade Benefits

The Trade Act provides additional training and support if you become unemployed as a result of increased imports from or shifts in production to foreign countries. Trade Act petitions can be filed by an employer, a group of three or more workers, their union, or another authorized representative. A petition may be obtained from the Career Center or printed from the Internet at doleta.gov/tradeact.

In addition to the reemployment services available to all of Georgia Department of Labor customers, if you are covered under a Trade Act certification, you may be eligible for Job Search Allowances, Trade Readjustment Allowance, Relocation Allowance, Health Coverage Tax Credit, Training Benefits, and Alternate Trade Adjustment Assistance. Find out more at dol.georgia.gov/trade-adjustment-assistance-services-provided-gdol.

Retraining Opportunities

To be competitive in today's labor market, workers must continue to improve their skills. According to the Bureau of Labor Statistics, the average American holds more than nine jobs in his or her lifetime. Those who continue to learn are often the most successful getting new jobs or making career changes. Check out these resources:

1. **Georgia's HOPE Program** provides: **Scholarships, Grants and Awards**. Go to gafutures.org for details.
2. **The Workforce Innovation and Opportunity Act (WIOA)** may be able to assist with financial and career development resources to help you go to school. Use the map on Page 14 to find the WIOA area where you live.
3. **Adult Education** options include **GED (General Education Development)** preparation or **ESL (English as a Second Language)** classes. These classes are available at no cost to you. Go to tcsg.edu/adult_literacy.php for information.
4. **The Technical College System of Georgia (TCSG)** offers **College That Works**, a program to retrain and retool for new jobs at technical colleges throughout Georgia. Go to tcsg.edu for details.

Frequently Asked Questions by Laid Off Workers

When facing a job change, what should I do?

Update your résumé and begin networking with relatives, friends, neighbors, and former coworkers to let people know that you will be available for work soon and what type of work you are interested in. If possible, get a written reference from your supervisor.

I have been laid off. What do I do now?

1. Develop a job search plan of action by setting weekly goals for yourself.
2. On the Department of Labor's web site at dol.georgia.gov, you will also find flyers on Résumés, Cover Letters, Networking, Employment Applications, and Internet Job Search Strategies, along with many other related topics. File a claim for Unemployment Insurance (UI) benefits online or at the Career Center nearest you.

I don't know what kind of job I want next. How can I find out what I will like?

Go to dol.georgia.gov or visit your local Career Center. You will find information on various jobs and staff who can assist you in exploring career opportunities based on your interests and abilities.

I live in another state. Can I get workforce services there?

Yes. Call the American Job Center Network toll-free number at (877) 872-5627 or go to careeronestop.org/LocalHelp/local-help.aspx.

Can I go ahead and quit my job since I know I will be laid off soon?

If you quit your job voluntarily without a good work-related reason while your employer still has work available, you could be disqualified from receiving UI benefits.

Is my employer required to notify me before closing? Is my employer required to pay me for 60 days after laying me off?

Not always. The Worker Adjustment and Retraining Notification (WARN) Act is a federal law that requires certain (not all) employers to give full and part-time workers 60 days written notice before a plant closing or mass layoff occurs. More information is available at <https://www.doleta.gov/layoff/warn.cfm>.

How do I claim my UI benefits each week?

Once you have filed your initial claim, you will have three options to request your weekly benefit payment:

1. certify each week by telephone.
2. certify online at dol.georgia.gov.
3. go into your local Career Center to certify.

If I am offered a job, do I have to accept it?

You are expected to apply for and accept suitable employment (comparable to your previous job) as determined by your prior experience, training, earnings, and length of employment.

What Should I Know About Unemployment Insurance?

If you become unemployed or your hours of employment are reduced through no fault of your own, you may be eligible for Unemployment Insurance benefits. To determine if you are eligible, you must first file a claim for unemployment benefits, either online at dol.georgia.gov or by visiting your local Career Center. You must be a US citizen or provide proof of employment authorization. The amount of your benefits will be based on your wages earned in liable employment during a period of time called the "base period of your claim".

If you qualify, you must meet certain requirements in order to continue receiving a weekly payment. You must: be physically able to perform some type of work and conduct an active search for full-time work each week; be actively registered for

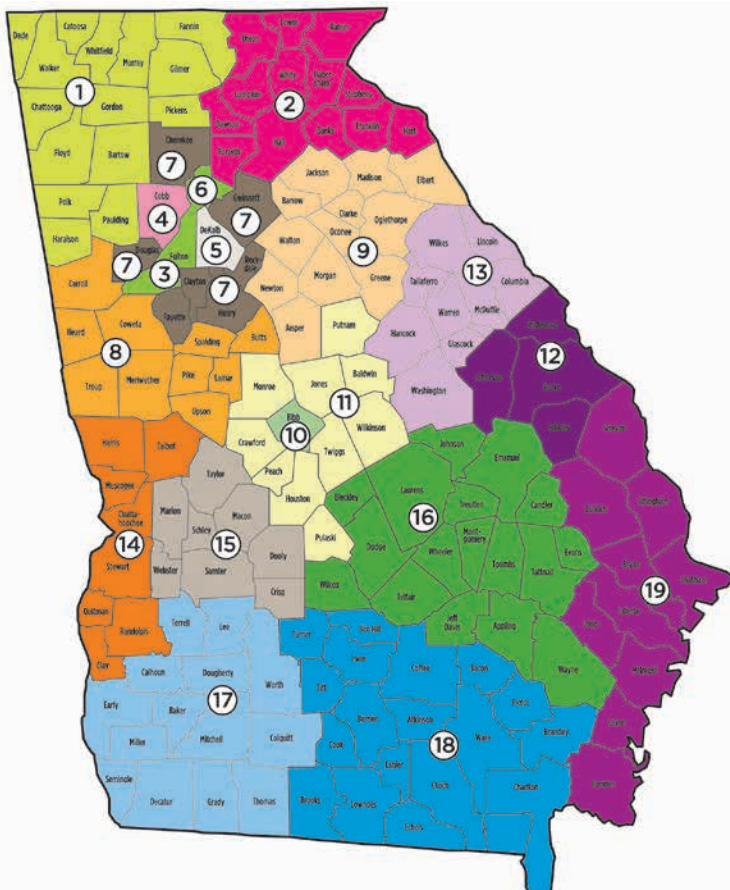
employment services with the Georgia Department of Labor and submit a record of your job search contacts; have no unreasonable restrictions that would prevent you from working or accepting a full-time position; and report all wages earned while claiming unemployment compensation. Each week, you must certify that you meet all eligibility requirements, either by phone or online.

If you are enrolled in full time approved training, are a union member in good standing, or have a return to work date that is within 6 weeks of your last day worked, you may be exempt from work search requirements. Be sure to ask about this when you apply for benefits.



Workforce Innovation and Opportunity Act

Your local Workforce Innovation and Opportunity Areas will assist people seeking training and workforce services.



To find
**WORKFORCE
INNOVATION
and
OPPORTUNITY
ACT (WIOA)
INFORMATION**
please visit

<https://www.tcsg.edu/worksource/worksource-georgia-services/>

Quick Reference List

Agency/Program	Telephone Number	Internet Address
Georgia Department of Labor	1-877-709-8185	dol.georgia.gov
Georgia Vocational Rehabilitation Agency	(866) 489-0001 (404) 232-7800 TTY: Call GA Relay 711	gvs.georgia.gov/
COBRA	(866) 444-3272	bit.ly/3P88WBz
Employee Retirement Income Security	(866) 275-7922	bit.ly/3VQB7XK
Division of Family & Children Services	(877) 423-4746	dfcs.georgia.gov
Energy Assistance Program Georgia COMPASS Food Stamps TANF (Temporary Assistance for Needy Families)	(877) 423-4746	gateway.ga.gov
Fair Debt Collection Practices	(877) 382-4357	ftc.gov
Fair Labor Standards (FLSA)	(866) 4US-WAGE	dol.gov/whd/flsa
Georgia Office of Insurance	(800) 656-2298	gainurance.org
PeachCare for Kids	(877) 427-3224	dch.georgia.gov/peachcare-kids
Career Assessments		mynextmove.org myskillsmyfuture.org
Health Insurance		ehealthcare.com ehealthinsurance.com assuranthealth.com nahu.org naic.org
Health Insurance Portability and Accountability Act		https://www.dol.gov/agencies/ebsa/laws-and-regulations/laws/hipaa

Community Resources

Money Management International
(Credit Counseling)

(800) 750-2227
clearpoint.org

Georgia Hardest Hit Fund (mortgage assistance)
homesafegeorgia.com

Georgia Legal Services Program
(404) 206-5175
glsp.org

TCSG (Technical College System of Georgia)
(404) 679-1600
tcsg.edu

Adult Education - GED (General Education Development or ESL (English as a second Language)
(404) 679-1600
tcsg.edu/adult_literacy.php

United Way
phone number 211
unitedway.org

Goodwill
(800) GOODWILL
goodwill.org

Salvation Army
(770) 441-6200
salvationarmygeorgia.org

