

WELCOME!

Welcome to this issue of Career Communiqué!

We want this to be your newsletter, so please feel free to forward any suggestions on what you would like to see covered in this newsletter.

In this issue:

- ◆ Employers want to Hire The Best—Five ways to prepare for Interview Questions. [Page 1-2]
- ◆ Strategies for disclosing salary requirements for the graduate [Page 2-4]
- ◆ Subscriber's Corner [Page 4]
- ◆ Résumé—Q & A [Page 4]

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Employers want to Hire The Best—Five Ways to prepare for Interview Questions

Employers know how imperative it is to focus on attracting, selecting and training quality people. They need to make the best decision at the time it counts the most - during the interview. Employers usually want their hiring investment to stay with them for years and need to select the person who has the right skills to fit the position and ultimately the right person to fit their organization.

Behavioural interviewing is a disciplined approach that has been proven effective in the hiring process. Behavioural interviewing is based on the premise that past behaviour is the best predictor of future behaviour. Behavioural interview questions ask for specific examples and experiences from the candidate's past, so that interviewers can determine whether or not candidates have actually demonstrated

the required soft skill competencies by the examples they use.

Soft skills are one key to a good fit with an organization. In order to get a full understanding of the

cally to the top soft skills needed for the position.

The following is an example of the type of behavioural questions that will give you a good sense of your soft skills strengths, all of which are captured in a DISC Behavioural Report and can be supported by your personal success stories – detailed in your résumé.

To ensure success...
make your vocation, a
vacation!
Mark Twain

non-technical skills required, it's important for the employer to understand how the candidate will relate to the people to whom the position reports and / or how the candidate has related to those they have reported to in the past. It's also important for the employer to understand how the candidate will relate to the people who receive service or product from the position and/or how they have related to those people in the past. The employer will often select interview questions that relate specifi-

1. Goal orientation. Be prepared to provide information that displays your level of determination, persistence and your approach to meeting goals.

- Give an example of one of the most significant goals you have achieved.

What were the obsta-



Fail to prepare -
Prepare to fail.

SUGGESTIONS OR QUESTIONS?

Do you have a question that you would like to ask our Résumé Writers or Interview Coach? Please forward them to discover@aresumewriter.net. Your question may be selected for inclusion in our next Career Communiqué! Issue.

Do you have a suggestion for a topic that you would like covered in our upcoming newsletters. Please forward your suggestion to: communique@aresumewriter.net

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- How did you overcome them?

2. Employee development / coaching. Be prepared to provide your belief in and understanding of the potential of others. Also share your desire to learn and continue your professional development.

- Give an example of when your mentoring or coaching helped someone.

- Describe a situation when you delegated an assignment you knew would be a stretch for another person.

- Describe a situation when you had to depend upon some research or a resource to help you appropriately assist another person through a challenge.

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3. Self-management. Be prepared to display your composure, assertiveness and emotional stability.

- Describe a situation when you had to exercise a significant amount of self control.

- Describe a situation when you demonstrated initiative and took action without waiting for direction.

4. Teamwork. Be prepared to display your strong commitment and contributions to team members working towards a specific goal.

- Give an example of one of the most significant contributions you made as a member of a high performing team.

- Provide your opinion on what made your team a high performing team?

5. Interpersonal Skills / Conflict Management. Be prepared to display your self-awareness, under-

standing and an ability to communicate effectively with others regardless of differences.

- Describe the most difficult working relationship you've had with an individual.

November Special—due to the overwhelming success of this special, we are continuing this through November. All package orders will receive a free Interview Profiling Report!
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- What specific actions did you take to improve the relationship?

The way you answer these type of questions will provide a clear indication of how well you will "fit" into an organisation. You may need to emphasise other key soft skills, dependent upon the nature of the position you are filling.

Knowing in advance that there is a good potential fit, will save disappointment, frustration and unwanted separation

in the future. You will feel better about making a commitment when you feel you are in the right place.

A Behavioural Assessment will help you to determine your unique mix of soft skills required for a position and to better prepare for the behavioural interview questions that specifically relate to your style.

SALARY DISCLOSURE STRATEGIES for the graduate...

I am often asked whether or not it is appropriate to disclose your salary requirements within your application,



Ensure your résumé is current—you never know when you may need it.

SUBSCRIBERS CORNER

Do you have a horror interview story that you would like to share with our subscribers? Or perhaps you would like to share with others, some tips and strategies that has worked in your career? Please send them through to: communiqué@aresumewriter.net

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and with many graduates nearing completion of their diploma's and degree's, I thought we'd discuss this issue at a graduate level.

With all job seekers at any level, whether graduate or seasoned executive, I would recommend avoiding detailing your salary requirements (or salary history) within your resume or cover letter. A resume is your marketing document, promoting your skills, academic qualifications and overall value you offer to a potential employer, with the aim of securing you an interview. While the discussion of salary is important, disclosing your requirements within your marketing document is unwise, and should be left until you have had an opportunity to portray your candidacy to the decision-maker.

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Remember, even as a graduate, you can still draw upon your academic achievements, projects and short-term work experience as marketable skills, all of which are certainly transferable within the corporate world. So while you may not have extensive experience in your field, you should not feel that you have no real value to offer a prospective employer besides your recently accomplished academic qualification. Think about identifying:

- Projects completed during your course, which could provide you with excellent transferable skills, promoting cutting-edge knowledge in your chosen area that you can contribute to the organisation.
- Committees and memberships held during your studies, demonstrating collaboration toward goal achievements.
- Short-term work

assignments, demonstrating your accomplishments and contributions to the ongoing success of the business.

- Voluntary work.
- Community involvement, etc.

states and cities, and you need to be aware of this as well.

There are many terrific websites you can visit, for instance:
www.wages.com.au

Existing client

Wanting to take advantage of a Behavioural Profiling Report?
30% off regular price
Contact:
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There are also a number of strategies that you can follow prior to an interview in order to ascertain what salary range you should be targeting. This information will also be useful during the salary negotiation stage.

1. Research the marketplace to ascertain what the current market rate is for the type of position you are applying for; with your level of experience; and within the particular area (state) you are going to be working. Salary does fluctuate between

2. I would also recommend researching the company. The information you compile can be utilised during the interview, demonstrating to the decision-maker your enthusiasm. Researching their competitors may also provide you with a level of salary offered for such a role.

There are numerous avenues you can take to locate this type of information; try the company's (or competitor's) website, or try:
www.seek.com.au under 'Company Profiles'.

PASS US ON!

We hope you are able to use some of the information in our newsletter to enhance your career! Do you know anyone who may benefit from our newsletter. If so, please feel free to send them a copy, or send us through an email with their details to: communiqué@aresumewriter.net
We will gladly add them to our subscribers list.

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By identifying the above information, you will have an excellent guideline of a fair and reasonable salary range to work within, and what the company should be offering. Remember also to delay salary negotiations as long as you can at the interview, and try to get the decision-maker to make the first move in disclosing their salary range.

SUBSCRIBER'S CORNER:

I thought I'd share one of the interview horror stories that one of our subscribers sent through. As our feature story identified the importance of answering behavioural-based interview questions, the following scenario is a classic example of 'What not to say' in response to a behavioural-based interview question. (Anonymity of the subscriber has been requested).

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An interviewer asked the manager to:

"Describe how you handle problem customers?" to which he replied:

"I don't have any problem customers?"

When asked the question again, he responded with the same answer, and unfortunately did not make it through to second-round interviews. What went wrong?

I asked him why he answered the interview question as he did.

He told me that when any of his customers had a concern, he had in place a number of procedures and strategies that were implemented in order to address and rectify the situation. By allowing the customer to voice their concern, and demonstrate a willingness to listen and respond appropriately, avoided the situation

from escalating into a full-scale problem. Hence – a happy customer.

Now that is how he should have responded, as it would have demonstrated to the interviewer,

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how he would handle a similar situation if a customer approached him with a concern that required resolution.

I hope you can learn from this and implement a similar approach.

RÉSUMÉ Q & A:

I am interviewing for a promotion. Following the interview, is a thank you appropriate?

The two people who interviewed me know me well and have been my

senior managers for a number of years. Thank you.

This is a great question, and my response is, absolutely do send a letter of thanks. They have given of their time to meet with you to review your application, and it is common courtesy to extend your thanks, even if they know you.

You may wish to take the opportunity to reiterate a few key points discussed which may include pertinent accountabilities of the role and your commitment and enthusiasm to deliver.

Never let an opportunity pass by that will allow you to get your name in front of the decision makers, even if you know them well, and a thank you letter is an excellent example.

All the best with your promotion.

GREAT GIFT IDEA!

Want to give someone you love a great Christmas present, but have run out of inspirational ideas? How about a Career Marketing Package Gift Certificate? If you'd like to know more about this innovative concept, contact our staff at: success@aresumewriter.net